



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

July 27, 2007

## GENERAL LETTER NO. 11-G-3

ISSUED BY: Bureau of Collections,  
Division of Child Support, Case Management and Refugee Services

SUBJECT: Employees' Manual, Title 11, Chapter G, **LICENSE SANCTION**, Title page, revised; Contents (pages 1 and 2), revised; pages 1 through 60, revised; and pages 61 through 102, new.

### Summary

This manual on child support license sanction is revised to incorporate policy changes, rule changes, and ICAR enhancements. The material is revised to:

- ◆ Add information about new policies, license matches, screen edits, and programs:
  - License sanction and income withholding order selection criteria and policies
  - Data match with the Iowa Department of Commerce, Insurance Division.
  - Data-match with the Iowa Department of Transportation, Motor Vehicle Division
  - Data match with the Iowa Department of Public Safety
  - Data match with the Iowa Department of Inspections and Appeals
  - LISAN/HTCD on-line edits
  - License sanction edit monitoring program
- ◆ Update information about forms, reports, exemptions, selection criteria, policies, and screens:
  - Change to license sanction form variables and monthly data match report
  - LISAN screen field updates
  - License sanction case selection changes
  - Exemption information
  - License sanction payment agreement monitoring program and policies
  - Narratives and calendar flags
  - Policies for license sanction conferences
  - LSAGENCY screen enhancements
  - LISAN screen edits and forms
  - Sending form 470-3278, *Official Notice of Potential License Sanction*, by first-class mail

### Effective Date

Immediately.

### **Material Superseded**

Remove the entire Chapter G from Employees' Manual, Title 11, and destroy it. This includes the following:

<u>Page</u>	<u>Date</u>
Title Page	January 2, 2001
Contents (pages 1-2)	January 2, 2001
1-60	January 2, 2001

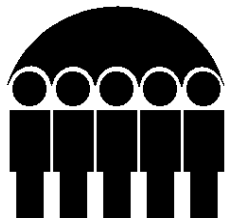
### **Additional Information**

Refer questions about this general letter to your regional collections administrator.

Revised July 27, 2007

Employees' Manual  
Title 11  
Chapter G

# **LICENSE SANCTION**



Iowa  
Department  
of  
Human Services

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## **CHAPTER OVERVIEW**

**Legal reference:** 42 U.S.C. §666(a)(16); Iowa Code Chapter 252J; 441 IAC 98.101 to 98.107

Iowa Code Chapter 252J allows the Child Support Recovery Unit (Unit) to sanction recreational, business, industry, professional, occupational, and drivers' licenses, and motor vehicle registrations for payors owing three months worth of support or more.

The license sanction process is an administrative enforcement action used to suspend, revoke, or refuse the issuance or renewal of a payor's licenses and motor vehicle registrations. Since this is an administrative process, the Unit has the authority to pursue this type of enforcement without an additional court order.

The goal of the license sanction process is to encourage payors to pay their support obligations, rather than sanction the payors' licenses. The process provides many opportunities for payors to pay the support owed and, therefore, not to incur a license sanction.

Iowa Code Chapter 252J authorizes the Unit to refer payors who owe three months worth of support or more and whose support payments are not being made under an income withholding order (IWO) to the appropriate licensing agencies.

State law requires licensing agencies to comply with the license sanction process through the agency's existing statute and rules. When the Unit sends form 470-3274, *Certificate of Noncompliance*, to the licensing agencies, the agencies must begin steps to suspend, revoke, or deny the issuance or renewal of the payor's licenses. Licensing agencies may follow their own established procedures for sanctioning a license.

The payor may, at any time, request a conference to enter into a payment agreement, claim an exemption, or discuss a mistake of fact. The conference process is designed to limit the number of district court challenges. The payor may request a hearing regarding the license sanction before the district court in the county where the existing support order is filed

- ◆ When the payor is not satisfied with the results of a conference, which includes the issuance of a *Certificate of Noncompliance*; or
- ◆ At any time after receiving notice of a licensing agency's intent to suspend, revoke, issue or renew the payor's licenses.

## **Definition of Terms**

**Legal reference:** Iowa Code section 252J.1

For purposes of the license sanction process, state law defines the following terms:

- ◆ **License:** Iowa Code section 252J.1(3) defines “license” as: “a license, certification, registration, permit, approval, renewal, or other similar authorization issued to an individual by a licensing authority which evidences the admission to, or granting of authority to engage in, a profession, occupation, business, industry, or recreation or to operate or register a motor vehicle. ‘ License’ includes licenses for hunting, fishing, boating, or other recreational activity.”

The word “license” used throughout the manual refers to both licenses and motor vehicle registrations.

- ◆ **Licensee:** Iowa Code section 252J.1(4) defines “licensee” as: “an individual to whom a license has been issued, or who is seeking the issuance of a license.”

For the license sanction process, the licensee is the “payor.”

- ◆ **Licensing authority:** Iowa Code section 252J.1(5) defines “licensing authority” as: “a county treasurer, county recorder or designated depository, the supreme court, or an instrumentality, agency, board, commission, department, officer, organization, or any other entity of the state, which has authority within this state to suspend or revoke a license or to deny the renewal or issuance of a license authorizing an individual to register or operate a motor vehicle or engage in a business, occupation, profession, recreation, or industry.”

The term “licensing agency” used throughout the manual refers to the licensing authority.

- ◆ **Obligor:** Iowa Code section 252J.1(6) defines “obligor” as: “a natural person defined in section 252G.1 who has been ordered by a court or administrative authority to pay support.” In this chapter, the obligor is referred to as the payor.

## **License Sanction Process Summary**

The license sanction process is case-specific rather than payor-specific. This means that the Iowa Collecting and Reporting (ICAR) system reviews each of the payor's cases when selecting cases that meet license sanction criteria. ICAR selects cases for license sanction based on the number of months of delinquent support owed and other criteria.

The license sanction process begins when ICAR selects the case and the payor's name and social security number (SSN) match with a participating licensing agency's records. Each case has its own license sanction process, notice, and payment agreement, if applicable.

Cases meeting license sanction criteria and matching with a licensing agency display on the monthly report S479H588, *Initial Agency Datamatch*. Review the cases on the report to determine which cases are appropriate for license sanction. Enter the applicable code in the SEL field on the License Sanction (LISAN) screen to release a case for the license sanction process. See [LISAN Screen](#) for more information. When you select a case in error, you may later "unselect" the LISAN screen for license sanction processing.

There is no established hierarchy for selecting licenses when a case meets license sanction criteria and the payor has more than one license. ICAR matches on all of the payor's licenses at the time of the initial match.

For cases meeting license sanction criteria, generate and send form 470-3278, *Official Notice of Potential License Sanction*, to the payor. This form notifies the payor of the Unit's intent to begin steps to sanction the payor's licenses.

ICAR continues to display a case meeting license sanction criteria on the *Initial Agency Datamatch* report until you enter a "Y" and, when appropriate, a date in the SRV field on the LISAN screen. See [LISAN Screen](#).

The payor has the right to request a conference at various points in the process to discuss the license sanction. This increases the opportunity for the payor to sign a payment agreement and pay the support owed. Allowing the payor to request a conference at various points also helps ensure that the payor receives due process for actions being taken.



Monitor the case for one of the following actions by you or the payor:

- ◆ Issue form 470-3274, *Certificate of Noncompliance*, when the payor does not pay the total support owed, claims an exemption, signs a payment agreement, or requests a conference within 30 days of receiving the *Official Notice of Potential License Sanction*. This form directs the licensing agency to begin steps to suspend, revoke, or deny the issuance or renewal of the payor's licenses.
- ◆ End the license sanction when the payor pays the total support owed at any point in the license sanction process. "Total support owed" means all delinquent support and the support obligation for the current month, if applicable.
- ◆ Schedule and hold a conference when the payor requests it to discuss the potential license sanction.
  - When the payor requests a conference **before** you issue the *Certificate of Noncompliance*, do not proceed with the license sanction until after the conference. If the payor does not attend the conference, issue the *Certificate of Noncompliance*.  
  
When the payor requests a conference **after** you issue the *Certificate of Noncompliance*, you may be unable to prevent the payor's licenses from being sanctioned. Proceed with or end the license sanction based on the results of the conference.
- ◆ Take no further action to sanction the payor's licenses when the payor signs form 470-3273, *License Sanction Payment Agreement*, to pay the support owed and makes the initial payment.

**Note:** When you determine that a payor with an ongoing support obligation meets criteria for a modification based on the amount calculated for the payment agreement, give the payor the forms needed to request a modification of the support obligation.

ICAR monitors the case for compliance with the payment agreement. If the payor does not comply with the payment agreement to pay the support owed, issue the *Certificate of Noncompliance* and proceed with the license sanction.

Review the case annually to determine if the agreement continues to reflect the payor's ability to pay.

- ◆ When the payor qualifies for an exemption from the license sanction process, take no further action to sanction the payor's license until the exemption expires. When the exemption expires, review the case to determine whether to extend the exemption, end the license sanction process, or proceed with the license sanction.

- ◆ If you determine at any time that the Unit made a mistake of fact regarding the identity of the payor or the amount of delinquent support owed (resulting in the delinquency being less than three months worth of support), end the license sanction process.
- ◆ When the payor wishes to challenge your actions after a conference or the actions of a licensing agency, the payor may request a district court hearing.
- ◆ When the payor becomes employed and you send an income withholding order to the income provider, you may end the license sanction process. If you previously issued a *Certificate of Noncompliance*, generate and send form 470-3275, *Notice of Withdrawal of Certificate of Noncompliance*, to the licensing agencies before entering a date in the PROCESS ENDED field on the LISAN screen.
- ◆ When you initiate a contempt action against the payor, or the payor is involved in a private contempt action, end the license sanction process. Do **not** pursue both processes at the same time **on the same case or court order**.

### **License Sanction Process Steps and Forms**

The following table outlines the steps within the license sanction process and the form applicable to each step. See [11-G-Appendix](#) for more information.

<b><u>Action</u></b>	<b><u>Form No.</u></b>	<b><u>Form Name</u></b>
Provide payor notice of possible sanctions against licenses	470-3278	<i>Official Notice of Potential License Sanction</i>
Provide payor with information about a scheduled conference	470-3276	<i>Acknowledgement of Request for Conference</i>
Request the payor's financial information for a conference	470-3277	<i>License Sanction Request for Financial Statement - Obligor</i>
Request the payee's financial information for a conference	470-3343	<i>License Sanction Request for Financial Information - Oblige</i>
Provide information to the Unit on the payor's and payee's incomes	470-0204	<i>Financial Statement</i> See Chapter 10-H, <a href="#">DETERMINING CHILD SUPPORT OBLIGATIONS</a> .

<u><b>Action</b></u>	<u><b>Form No.</b></u>	<u><b>Form Name</b></u>
Provide payor information on the outcome of the conference	470-3344	<i>Results of License Sanction Conference</i>
Agreement between the payor and the Unit to pay the past-due support	470-3273	<i>License Sanction Payment Agreement</i>
Provide licensing agency notice to begin sanctions against the payor's licenses	470-3274	<i>Certificate of Noncompliance</i>
Provide licensing agency notice to stop sanctions against the payor's licenses	470-3275	<i>Notice of Withdrawal of Certificate of Noncompliance</i>
Obtain medical information about the payor or household member	470-3158	<i>Physician's Statement</i>
Certify license sanction documents to district court	470-3393	<i>Certification of License Sanction Action to District Court and Request for Hearing</i>
Present to the court to modify an existing payment agreement	470-3347	<i>Order Determining Payments for the Limited Purpose of License Sanction</i>

## **SCREENS USED IN LICENSE SANCTION PROCESS**

There are three screens used in the license sanction process:

- ◆ LISAN, which displays information on actions taken in the license sanction process.
- ◆ License Sanction 2 (LISAN2), which displays information on the district court hearing, when requested by the payor.
- ◆ License Sanction Agency Table (LSAGENCY), which displays information on licensing agencies participating in a data match with the Unit.

## LISAN Screen

ICAR uses the LISAN screen to initiate, record, and track the license sanction process. This screen is case-specific. When the payor has multiple cases that meet license sanction criteria, ICAR creates a separate LISAN screen on each case. There can only be one active LISAN screen per case. You may proceed with a license sanction only against the licenses that are listed on the LISAN screen on that case.

To access the LISAN screen, type “LISAN” in the NEXT SCREEN field on any ICAR screen. ICAR displays the following screen:

D479HL70	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 00/00/00
	LICENSE SANCTION	TIME: 12:00:00
CASE NUMBER.....:	MULT CASES:	SIGNATURE ID....:
PAYOR.:	SSN:	CC RP ATTY (Y/N):
PAYEE.:		CC CP ATTY (Y/N):
MATCHED: 00 00 0000	SEL.: 00 00 0000	INTERSTATE.....:
VALID EXEMPTION.:	EXPIRES:	INITIATING STATE:
EXEMPTION CODE..:		RESPONDING STATE:
GEN NOTICE.:	SRV:	RTN:
NOTICE RET1:	RSN:	DLIC CLASS.....:
NOTICE RET2:	RSN:	DLIC #.....:
CONF REQUESTED..:		VEHICLE REG.....:
CONF SCHEDULED..:	:	M
CONF HELD(Y/N/R):		-----VEHICLE PLATE #-----
GEN PAY AGREEMNT:	SIGNED.:	
PYMT AMOUNT.....:	PER....:	-----DNR LICENSES-----
PYMT METHOD.....:	START..:	
GEN CERT OF NONCOM.....:		--PROFESSIONAL LICENSES--
GEN WITHDRAWAL OF NONCOM.:	WHY:	
PROCESS ENDED.....:	WHY:	
F3=UPD F5=INQ F6=INTERSTA F7=BACK F8=FORW F10=LISAN2 F12=LSAGENCY		
NEXT SCREEN:	NOTES:	

Fields, descriptions, and values on the LISAN screen are:

- ◆ **CASE NUMBER:** Enter the ICAR case number (up to seven digits) and press the F5 key to display the case record.
- ◆ **MULT CASES:** ICAR displays a “Y” on both active and process-ended LISAN screens when the payor has at least one other active, cross-referenced case on ICAR.
- ◆ **SIGNATURE ID:** Enter your four-character worker ID to display your information on the license sanction forms.

- 
- ◆ **PAYOR:** ICAR displays the payor's first name, middle initial, last name, and suffix.
  - ◆ **SSN:** ICAR displays the payor's SSN.
  - ◆ **CC RP ATTY (Y/N):** Enter a code to indicate whether the payor is represented by an attorney for the license sanction process. Valid entries are:
    - "Y" ICAR issues a narrative (LISAN33) documenting that an attorney represents the payor.
    - "N" When the field previously displayed a "Y," ICAR issues a narrative (LISAN36) documenting that an attorney no longer represents the payor.

When you enter a "Y" in either the CC RP ATTY (Y/N) or CC CP ATTY (Y/N) field, ICAR displays the ATTORNEY screen for you to enter information on the payor's or payee's attorney, respectively.
  - ◆ **PAYEE:** ICAR displays the payee's first name, middle initial, last name, and suffix.
  - ◆ **CC CP ATTY (Y/N):** Enter a code to indicate whether the payee is represented by an attorney for the license sanction process. Valid entries are:
    - "Y" ICAR issues a narrative (LISAN34) documenting that an attorney represents the payor.
    - "N" When the field previously displayed a "Y," ICAR issues a narrative (LISAN35) documenting that an attorney no longer represents the payor.

When you enter a "Y" in either the CC RP ATTY (Y/N) or CC CP ATTY (Y/N) field, ICAR displays the ATTORNEY screen for you to enter information on the payor's or payee's attorney, respectively.
  - ◆ **MATCHED:** ICAR displays the date the case met license sanction criteria and ICAR created the LISAN screen.
  - ◆ **SEL:** Enter a code to indicate whether you are pursuing a license sanction on the case. Valid entries are:
    - "Y" Yes. ICAR displays the current date in the adjoining field.
    - "N" No. Do **not** pursue a license sanction on the case. ICAR displays the current date in the adjoining field. ICAR automatically issues a calendar flag (LISAN36) every three months telling you the case is selected with an "N" and to review the case to see if license sanction is now appropriate.
    - Blank The case has not been selected (no action taken).

- ◆ **INTERSTATE:** This field indicates whether the case is an interstate case. It displays a “Y” when the Interstate Contact A (INTERSTA) screen displays the following entries:
  - “ENF” in the REFERRAL TYPE field.
  - “LISAN” in the PROCESS field.
  - “Y” in the LINKED field.

When ICAR displays a “Y” in the INTERSTATE field, ICAR issues a narrative (LISAN1) documenting the interstate information. See 9-K, [INTERSTATE CASE PROCESSING](#), for more information about linking process screens to the INTERSTA screen.

- ◆ **VALID EXEMPTION:** Enter a “Y” and the current date when the payor has a valid exemption from license sanction.
- ◆ **EXPIRES:** Enter the expiration date of the exemption. You must enter a future date that is later than the date in the VALID EXEMPTION field. If you do not enter a date, ICAR automatically enters a date of one year from the date in the VALID EXEMPTION field.
- ◆ **INITIATING STATE:** When there is a “Y” in the INTERSTATE field, ICAR displays the two-letter state code for the initiating state (e.g., “MN” for Minnesota).
- ◆ **EXEMPTION CODE:** Enter the exemption code when the payor has a verified exemption. Valid entries are:

CON	Payor involved in a private contempt action
CTY	Payor receiving county assistance
DIS	Payor temporarily disabled or caring for an ill or disabled household member
FIP	Payor receiving benefits under the Family Investment Plan (FIP)
FSP	Payor participating in the Food Stamp Employment Training program (FSET) through Iowa Workforce Development (IWD)
INC	Payor incarcerated
INS	Payor institutionalized long-term for mental health treatment
JAIL	Payor in jail
SAT	Payor participating in a qualified substance-abuse treatment program

- ◆ **RESPONDING STATE:** When there is a “Y” in the INTERSTATE field, ICAR displays the two-letter state code for the responding state (e.g., “IA” for Iowa).

- ◆ **GEN NOTICE:** Enter one of the following valid entries to generate form 470-3278, *Official Notice of Potential License Sanction*, to the payor:

- An “M” and the current date for first-class mail.
- A “P” and the current date for process server/sheriff.

To regenerate the *Official Notice of Potential License Sanction*, enter:

- An “N” in the SRV field and the appropriate code in the RTN field on the LISAN screen (when these fields are previously blank).
- An “M” or “P” and the current date over the existing code and date and press the F3 key twice to update the screen.

ICAR removes the existing “N” in the SRV field and:

- Enters the current date when you enter an “M” in the GEN NOTICE field.
- Leaves the date blank when you enter a “P” in the GEN NOTICE field.

When a “Y” and a date display in the SRV field, ICAR does not allow you to change the GEN NOTICE field.

**Note:** ICAR displays a “Y” in the GEN NOTICE field on cases where the *Official Notice of Potential License Sanction* was sent before November 4, 2005.

- ◆ **SRV:** This field indicates the status of the *Official Notice of Potential License Sanction* that was sent to or served on the payor. The field has an area to display a “Y” or “N” indicator and an area to display a date. ICAR either updates the field automatically or allows you to update the field depending on the entry in the GEN NOTICE field. ICAR:

- Enters the current date in the SRV field when you enter an “M” and the current date in the GEN NOTICE field and press the F3 key twice to update the screen. ICAR leaves the Y/N indicator blank.

When the payor contacts you about the license sanction action within 30 days from the date in the GEN NOTICE field, enter a “Y” in the SRV field. ICAR does not change the existing date, as this is the date the *Official Notice of Potential License Sanction* was sent to the payor.

When the U.S. Postal Service (USPS) returns the *Official Notice of Potential License Sanction* as undeliverable, enter an “N” in the SRV field. ICAR does not change the existing date, as this is the date you attempted to send the *Official Notice of Potential License Sanction* to the payor.

- Automatically enters a “Y” in the SRV field when 30 days have passed from the date in the GEN NOTICE field. ICAR does not change the date, as this is the date the *Official Notice of Potential License Sanction* was sent to the payor.

You may change the “Y” to an “N” when the USPS returns the *Official Notice of Potential License Sanction* as undeliverable after ICAR has entered the “Y.”

- Does not automatically update the SRV field Y/N indicator or date when a “P” displays in the GEN NOTICE field and you press the F3 key twice to update the screen. Instead, ICAR allows you to enter a “Y” and the date the payor received the *Official Notice of Potential License Sanction*.

**Note:** ICAR displays a “Y” and the date the *Official Notice of Potential License Sanction* was served by certified mail or process server (rather than the date the form was sent) on cases served before November 4, 2005.

- ◆ **RTN:** This field indicates the reason the *Official Notice of Potential License Sanction* was returned as undeliverable or unserved. Valid entries are:

LOC	Unable to locate.
MOV	Payor moved.
REF	Payor refused item.

Once you enter a code in the RTN field and press the F3 key twice to update the LISAN screen, ICAR moves this information to the NOTICE RET1 RSN field and no longer displays the entry in the RTN field.

- ◆ **NOTICE RET1:** When you enter an “N” in the SRV field, a code in the RTN field, and press the F3 key twice to update the screen, ICAR displays the “M” or “P” from the GEN NOTICE field and the current date.
- ◆ **RSN:** ICAR displays the code from the RTN field to indicate the reason the *Official Notice of Potential License Sanction* is returned.
- ◆ **DLIC CLASS:** ICAR displays the class code of the driver’s license held by the payor with the Iowa Department of Transportation (DOT). See [11-G-Appendix](#) for more information on codes.
- ◆ **NOTICE RET2:** When the *Official Notice of Potential License Sanction* is returned for a second time (information displays in the NOTICE RET1 field):
  - Enter the applicable code in the RTN field, and
  - Press the F3 key twice to update LISAN screen.



ICAR moves the information from the NOTICE RET1 and RSN fields to the NOTICE RET2 and RSN fields and displays the current return information in the NOTICE RET1 and RSN fields.

- ◆ **DLIC #:** ICAR displays the payor's driver's license number. This number may be the same as the payor's SSN or may be a unique nine-digit alphanumeric number different from the payor's SSN.
- ◆ **CONF REQUESTED:** Enter the date you received the payor's written request for a conference. The date must be the same as, or later than, the date in the SRV field and cannot be a future date. ICAR also requires an entry in the CONF SCHEDULED field.
- ◆ **VEHICLE REG:** ICAR displays a "Y" when a motor vehicle registered in the payor's name is identified through a match with DOT.
- ◆ **CONF SCHEDULED:** Enter the date and time of the conference. The date must be no earlier than ten days and no later than 30 days after the date in the CONF REQUESTED field. ICAR displays the following forms for you to complete and generate:
  - Form 470-3276, *Acknowledgement of Request for Conference*.
  - Form 470-3277, *License Sanction Request for Financial Statement - Obligor*.
  - Form 470-3343, *License Sanction Request for Financial Statement - Oblige*.
  - Form 470-0204, *Financial Statement* (two copies).
- ◆ **VEHICLE PLATE #:** ICAR displays up to six license plate numbers for the payor's vehicles. Each license plate number may contain up to seven alphanumeric characters. Based on the codes received from DOT, ICAR displays valid license plate numbers first and then displays all other license plate numbers.
- ◆ **CONF HELD (Y/N/R):** Enter one of the following codes and the date to indicate a conference is held, not held, or rescheduled. Valid entries are:
  - Y    The conference was held.
  - N    The conference was not held.
  - R    The conference was rescheduled.

When you update the CONF HELD (Y/N/R) field, ICAR displays form 470-3344, *Results of License Sanction Conference*, for you to complete and generate.

- ◆ **GEN PAY AGREEMENT:** Enter a code to indicate whether you generated form 470-3273, *License Sanction Payment Agreement*. Valid entries are:

- A “Y” and the current date in the GEN PAY AGREEMNT field and the appropriate entries in the PYMT AMOUNT, PYMT METHOD, and START fields to generate the *License Sanction Payment Agreement*.
- An “N” and the current date in the GEN PAY AGREEMNT field when you do not generate the *License Sanction Payment Agreement*. ICAR automatically advances the cursor to the GEN CERT OF NONCOM field and prompts you to generate form 470-3274, *Certificate of Noncompliance*. ICAR does not automatically advance the cursor to the GEN CERT OF NONCOM field when a date already displays.
- An “R” and the current date in the GEN PAY AGREEMNT field and make the appropriate entries in the PYMT AMOUNT, PYMT METHOD, and START fields to regenerate the *License Sanction Payment Agreement*.
- ♦ **SIGNED:** Enter the date you signed the *License Sanction Payment Agreement*.
- ♦ **PYMT AMOUNT:** Enter the dollar amount of the payment agreement (up to nine digits).
- ♦ **PER:** Enter the frequency of the payment as stated in the payment agreement. The payment frequency in the agreement must be the same as the payment frequency in the existing support order. Valid entries are:

W	Weekly	BM	Bi-monthly
BW	Bi-weekly	Q	Quarterly
M	Monthly	SA	Semi-annually
SM	Semi-monthly	A	Annually
- ♦ **DNR LICENSES:** ICAR displays a four-character code for up to four recreational licenses held by the payor with the Iowa Department of Natural Resources (DNR). See [11-G-Appendix](#) for more information on codes.
- ♦ **PYMT METHOD:** Enter the method of payment as stated in the payment agreement. Valid entries are:

REG	Regular
OTH	Other
- ♦ **START:** Enter the date payments begin as stated in the payment agreement. The day must be the same as in the existing support order (e.g., if the payment effective date of the existing support order is the 15<sup>th</sup> of every month, the payment start date must also be the 15<sup>th</sup> of the month). **Note:** This is **not** the date of the initial payment.

**SCREENS USED IN LICENSE SANCTION PROCESS****LISAN Screen**

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- 
- ◆ **GEN CERT OF NONCOM:** Enter the current date to generate the *Certificate of Noncompliance* to the licensing agency. **Note:** ICAR does not allow you to enter a date in this field when the date in the SRV field is six months or more in the past and there is no signed payment agreement in effect (the SIGNED field is blank).
  - ◆ **PROFESSIONAL LICENSES:** ICAR displays a three- or four-character code for up to eight professional licenses held by the payor with one or more of Iowa's professional licensing agencies (e.g., Iowa Department of Public Health). See [11-G-Appendix](#) for more information on codes.
  - ◆ **GEN WITHDRAWAL OF NONCOM:** Enter the current date to generate form 470-3275, *Notice of Withdrawal of Certificate of Noncompliance*, to the licensing agency. ICAR also requires an entry in the WHY field.
  - ◆ **WHY:** Enter the reason for issuing the *Notice of Withdrawal of Certificate of Noncompliance*. Valid entries are:

BANK	Payor filed for bankruptcy
BIZ	Case balance is zero
CONT	Contempt action began after initiation of the license sanction process
DECD	Payor is deceased
EXMT	Payor qualifies for an exemption
IWO	An income withholding order is established for the payor
MOF	A mistake of fact was made
PAY	Payor signed or is complying with a license sanction payment agreement
REG	No signed license sanction payment
OTH	Other reason than those listed above
  - ◆ **PROCESS ENDED:** Enter the current date to end the license sanction process. ICAR also requires an entry in the WHY field.
  - ◆ **WHY:** Enter the reason for ending the license sanction process. Valid entries are:

BANK	Payor filed for bankruptcy
BIZ	Case balance is zero
CONT	Contempt action began after initiation of the license sanction process
DECD	Payor is deceased
IWO	An income withholding order is established for the payor

LOC	No location for the payor
MOF	A mistake of fact was made
NOL	Payor did not match with any licenses in the most recent data-match
SSA	Payor receiving Social Security Annuity/Retirement Benefits
SSD	Payor receiving Social Security Disability benefits
SSI	Payor receiving Supplemental Security Income
OTH	Other reason than those listed above

Function keys on the LISAN screen are:

F3=UPDATE	Press the F3 key to update the LISAN screen.
F5=INQ	Enter the ICAR case number and press the F5 key to display the LISAN screen for a case.
F6=INTERSTA	Press the F6 key to access the INTERSTA screen.
F7=BACK	Press the F7 key to page backward through the process-ended LISAN screens.
F8=FORW	Press the F8 key to page forward through the process-ended LISAN screens.
F10=LISAN2	Press the F10 key to access the LISAN2 screen.
F12=LSAGENCY	Press the F12 key to access the LSAGENCY screen.

### **LISAN2 Screen**

The LISAN2 screen displays information on a district court action during the license sanction process. To access the LISAN2 screen, press the F10 key on the LISAN screen. ICAR displays the following screen:



- A narrative (LISAN21) documenting the payor filed an application for a district court hearing.
- A calendar flag (LISAN4) 30 days after the date in this field telling you to verify the court hearing date.
- ◆ **DOCUMENTS CERTIFIED TO COURT:** Enter the date you sent copies of all relevant license sanction documents to the clerk of court. An entry in this field requires that a date first display in the PAYOR FILED APPLICATION FOR HEARING field. When you enter a date in this field, ICAR:
  - Displays form 470-3393, *Certification of License Sanction Action to District Court and Request for Hearing*, for you to complete and generate.
  - Issues a narrative (LISAN22) documenting that you certified the license sanction documents to the court.
- ◆ **COURT HEARING SET:** Enter the date and time of the court hearing (e.g., 01 01 2004 @ 09:00 A. M.). ICAR issues:
  - A narrative (LISAN23) documenting the date and time of the hearing.
  - A calendar flag (LISAN5) reminding you to review the case before the hearing date to determine the next appropriate action.
- ◆ **COURT HEARING HELD (Y/N/R):** Enter one of the following codes and a date to indicate the outcome of the court hearing. Valid entries are:
  - Y The hearing was held. Enter the date of the hearing. ICAR issues:
    - A narrative (LISAN24) indicating the hearing was held and requires you to enter the results of the hearing.
    - A calendar flag (LISAN6) reminding you to review the case for the next appropriate action.
  - N The hearing was not held. Enter the date the hearing was not held. ICAR issues a narrative (LISAN25) and requires you to enter the reason the hearing wasn't held.
  - R The hearing was rescheduled. Enter the date the hearing was rescheduled and the new hearing date and time in the COURT HEARING SET field. ICAR issues:
    - A narrative (LISAN26) documenting the rescheduled date and time and for you to enter the reason for rescheduling the hearing.
    - A calendar flag (LISAN7) reminding you of the rescheduled hearing date.

## SCREENS USED IN LICENSE SANCTION PROCESS

### LISAN2 Screen

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- ◆ **NARRATIVE:** Enter a “Y” and press the F3 key twice to display the USER INPUT CASE NARRATIVE/STATUS screen. ICAR displays a blank narrative (LISAN31) for you to complete.
- ◆ **CALENDAR FLAG:** Enter a “Y” and press the F3 key twice to display the USER INPUT WORKER CALENDAR FLAG screen. ICAR displays a blank calendar flag to complete.

Function keys on the LISAN2 screen are:

F3=MODIFY      Press the F3 key to update the LISAN2 screen after making an entry.

F10=LISAN      Press the F10 key to access the LISAN screen.

### LSAGENCY Screen

The LSAGENCY screen displays information on the licensing agencies participating in a data match with the Unit. To access the LSAGENCY screen, enter “LSAGENCY” in the NEXT SCREEN field on any ICAR screen or press the F12 key on the LISAN screen. ICAR displays the following screen:

D479HL74	IOWA COLLECTION AND REPORTING SYSTEM	DATE: 00/00/00
	LICENSE SANCTION AGENCY TBL	TIME: 12:00:00
AGENCY NAME.....:		
BUREAU/BOARD NAME.:		
AGENCY ADDRESS 1..:		
AGENCY ADDRESS 2..:		
CITY/STATE/ZIP....: : : 00000 0000		
CONTACT PERSON....: EMAIL:		
CONTACT PHONE.....: 000 000 0000 EXT : FAX...: 000 000 0000		
EMAIL:		
COMMENTS.....:		
LISAN CODE:	LICENSE TITLE.....:	
LISAN CODE:	LICENSE TITLE.....:	
LISAN CODE:	LICENSE TITLE.....:	
LISAN CODE:	LICENSE TITLE.....:	
LISAN CODE:	LICENSE TITLE.....:	
F5=LISAN CODE SRCH, F6=AGENCY SEARCH, F7=BACKWARD, F8=FORWARD		
F9=REFRESH, F10=PRIOR AGENCY, F11=NEXT AGENCY, F12=LISAN		
NEXT SCREEN: NOTES:		

Fields, descriptions, and values on the LSAGENCY screen are:

- ◆ **AGENCY NAME:** ICAR displays the licensing agency's name.
- ◆ **BUREAU/BOARD NAME:** ICAR displays the licensing agency's bureau/board name.
- ◆ **AGENCY ADDRESS 1, AGENCY ADDRESS 2, CITY/STATE/ZIP:** ICAR displays the licensing agency's address.
- ◆ **CONTACT PERSON:** ICAR displays the name of the licensing agency's contact person.
- ◆ **CONTACT PHONE:** ICAR displays the telephone number of the licensing agency's contact person.
- ◆ **EXT:** ICAR displays the extension number of the licensing agency's contact person.
- ◆ **FAX:** ICAR displays the fax number of the licensing agency's contact person.
- ◆ **EMAIL:** ICAR displays the e-mail address of the licensing agency's contact person.
- ◆ **COMMENTS:** ICAR displays additional comments for the licensing agency.
- ◆ **LISAN CODE:** Enter the three- or four-character code of the license and press the F5 key to display the licensing agency's information. See [11-G-Appendix](#) for more information on license codes.
- ◆ **LICENSE TITLE:** ICAR displays the title of the license (e.g., "VARIOUS HUNTING LICENSES").

For additional functions on the LSAGENCY screen, use:

F5=LISAN CODE SRCH	Enter the LICENSE CODE and press the F5 key to display the licensing agency record.
F6=AGENCY SEARCH	Press the F6 key to display the License Sanction Agency Search screen.
F7=BACKWARD	Press the F7 key to page backward through the licenses for the displayed licensing agency.
F8=FORWARD	Press the F8 key to page forward through the licenses for the displayed licensing agency.



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F9=REFRESH	Press the F9 key to refresh (clear) the screen to add a new licensing agency.
F10=PRIOR AGENCY	Press the F10 key to page backward through the LSAGENCY screens.
F11=NEXT AGENCY	Press the F11 key to page forward through the LSAGENCY screens.
F12=LISAN	Press the F12 key access the LISAN screen.

**License Sanction Agency Search Screen**

Use the LICENSE SANCTION AGENCY SEARCH screen to locate a licensing agency in the LSAGENCY database. ICAR displays all licensing agencies stored in the LSAGENCY database in alphabetical order (by licensing agency name). When there is more than one bureau/board for a licensing agency, ICAR further alphabetizes records by bureau/board name.

To access the LICENSE SANCTION AGENCY SEARCH screen, press the F6 key on the LSAGENCY screen. ICAR displays the following screen:

D479HL76	IOWA COLLECTION AND REPORTING SYSTEM LICENSE SANCTION AGENCY SEARCH	DATE: 00/00/00 TIME: 12:00:00
SEL	AGENCY NAME / ADDRESS	ADDRESS / CITY AND STATE
—	DEPARTMENT OF TRANSPORTATION	PO BOX 9204
	DRIVER/VEHICLE SERVICES	DES MOINES IA
—	IA DEPARTMENT OF COMMERCE	1918 SE HULSIZER RD
	ACCOUNTANCY EXAMINING BOARD	ANKENY IA
—	IA DEPARTMENT OF COMMERCE	1918 SE HULSIZER RD
	ARCH/LANDSCAPE ARCH EXAM BOARD	ANKENY IA
—	IA DEPARTMENT OF COMMERCE	1918 SE HULSIZER RD
	ENG/LAND SURVEYORS BOARD	ANKENY IA
—	IA DEPARTMENT OF COMMERCE	330 MAPLE
	IOWA INSURANCE DIVISION	DES MOINES IA
—	IA DEPARTMENT OF COMMERCE	1918 SE HULSIZER RD
	REAL ESTATE COMMISSION	ANKENY IA
—	IA DEPT INSPECTIONS & APPEALS	717 E COURT AVE STE B
	IA RACING & GAMING COMMISSION	DES MOINES IA
F6=LSAGENCY F7=BACK F8=FORWARD		
NEXT SCREEN: NOTES:		

Fields, values, and descriptions on the LICENSE SANCTION AGENCY SEARCH screen are:

- ◆ **SEL:** Enter an “X” in this field and press the ENTER key to select the licensing agency you want to view on the LSAGENCY screen.
- ◆ **AGENCY NAME / ADDRESS:** ICAR displays the licensing agency’s name and bureau/board name, if applicable.
- ◆ **ADDRESS / CITY AND STATE:** ICAR displays the licensing agency’s address.

For additional functions on the License Sanction Agency Search screen, use:

- |             |   |
|-------------|---|
| F6=LSAGENCY | Press the F6 key to return to a blank LSAGENCY screen.                              |
| F7=BACK     | Press the F7 key to page backward through the search screens in alphabetical order. |
| F8=FORWARD  | Press the F8 key to page forward through the search screens in alphabetical order.  |

## **CASE SELECTION**

**Legal reference:** Iowa Code section 252J.2(2); 441 IAC 98.101(252J)

The case selection program for the license sanction process runs on the last business day of the month to identify cases for you to review the following month. ICAR identifies and selects cases with current support due and delinquency-only cases for license sanction based on the length of time the payor is delinquent in paying support and other criteria. Cases must have a delinquency of at least three months of support or more to meet selection criteria for license sanction.

**Note:** The payor may have made a payment in prior months, but the amount of delinquency is still equal to or greater than three months of support.

### **ICAR Case Selection Criteria**

ICAR identifies the case for license sanction when all of the following conditions exist:

- ◆ The STATUS (A/I/C/D/H) field on the CASE screen is “A.”
- ◆ The ICAR CASE WRKR ID field on the CASE screen is **not** “CSC” or blank.
- ◆ The only remaining balance is **not** owed to a 17 or 47 account type.
- ◆ The REDIRECTION FLAG field on the CASE screen is “N.”

- ◆ The HCDREF field on the CASE screen is **not** “V.”
- ◆ The USATTY field on the CASE screen is “N” or blank.
- ◆ The CRT ORD CTY or CRT ORD# fields on the CONTEMPT screen are blank. When an entry displays in the CRT ORD CTY or CRT ORD# fields, ICAR checks the ACTION DISMISSED/ENDED (D/E) field on the CONTEMPT screen.
  - When the entry in the ACTION DISMISSED/ENDED (D/E) field is “D” or “E,” ICAR continues to process the case for license sanction.
  - When there is an entry in the CRT ORD CTY or CRT ORD# fields and the ACTION DISMISSED/ENDED (D/E) field is blank, ICAR bypasses the case for license sanction.
- ◆ The DECEASED and DATE OF DEATH fields on the PAYOR screen are blank.
- ◆ The FEDERAL BENEFITS (FEDBEN) screen does not contain a "Y" in the SSIR, SSIB, SSID, SSR, SSD, CSSR, CSSI, or CSSD fields for the payor.
- ◆ The BANKRPTCY & CHAPTR field on the PAYOR screen is “N” or blank.
- ◆ The GOOD CAUSE field on the PAYEE screen is **not** “A,” “P” or “Y.”
- ◆ A case must have at least one Iowa court order, a foreign order fully registered in Iowa, or a foreign order filed in Iowa for income withholding that meets the following criteria:
  - The first two digits in the C.O. COUNTY FIPS field or the REG/FILE COUNTY FIPS field on the Court Order (COURTORD) screen are “19” and the TYPE field is **not** “OP” or “ON.”
  - The order has at least one obligation other than “HO,” “PO,” or “VO.”
- ◆ There is a valid mailing address on the PAYOR screen.
- ◆ An IWO (not a lump-sum IWO) is linked to an income provider, and:
  - More than 60 calendar days have passed from the date in the GEN NOTICE: (Y/N/R/S) field on the Income Withholding Orders (IWO) screen, and
  - None of the payor’s cases have received MIW/UIB payments in the last 60 calendar days from the date the license sanction case selection program runs.
- ◆ The date in the 1ST SEEK EMPLOYMENT ORDER DATE ISSUED field on the Seek Employment (SEEKEMP) screen is blank or is more than one year in the past and the PROCESS ENDED field is blank.

- ◆ The NONCOMP TYPE CODE field on the SEEKEMP screen is **not** “DIS,” “FIP,” “FSP,” “INC,” “SAT,” “SSD” or “SSI” or the field is blank.
- ◆ When an active INTERSTA screen exists, Iowa is the responding state. (The RSPN STATE field entry is “IA.”)
- ◆ The PAYOR PARENT INDICATOR field on the Case Narrative View/Select (NARRCASE) screen is **not** “WTW” (Welfare to Work) or “POPP” (Parental Obligation Pilot Project).
- ◆ The total amount billed on all of the case’s obligations for the previous three months is greater than the total amount paid for those three months (as determined by ICAR).

ICAR displays the case numbers and the delinquency amounts of the cases that meet the license sanction criteria on the report S479H588, *Initial Agency Datamatch*. ICAR also issues a narrative (LISAN46) documenting that the case meets criteria for license sanction, that ICAR created a new LISAN screen, and the matched licensing agencies.

ICAR displays the date the case matched for license sanction in the MATCHED field on the LISAN screen.

### **Final Case Selection**

Each month when you receive report S479H588, *Initial Agency Datamatch*, review the cases to verify if an exemption exists before initiating the license sanction process. You may use on-line sources to verify an exemption.

When a valid exemption exists for the payor, do not initiate the license sanction process. Enter the exemption on the LISAN screen. See [Recording a Valid Exemption](#).

After you review the case:

- ◆ Enter a “Y” in the SEL field on the LISAN screen and press the F3 key twice when:
  - The case meets criteria to begin a license sanction. ICAR issues:
    - A narrative (LISAN9) documenting the LISAN screen is released for processing.
    - A calendar flag (LISAN12) telling you that the LISAN screen is released for processing and to verify the case meets license sanction criteria.

- The payor has an exemption and you are going to enter the exemption on the LISAN screen.
- The case does **not** meet criteria to begin a license sanction and you are going to process end the LISAN screen. See [ENDING THE LICENSE SANCTION PROCESS](#) for more information.
- ♦ Enter an “N” in the SEL field and press the F3 key twice when the case does **not** meet criteria to begin a license sanction. ICAR issues:
  - A narrative (LISAN38) to document that you are not pursuing a license sanction with the reason the case is not appropriate for license sanction.
  - A calendar flag (LISAN36) every three months that the case continues to meet license sanction criteria, telling you that you previously selected the LISAN screen with an “N” and to determine if license sanction is now appropriate.

The case remains on the *Initial Agency Datamatch* report each month as long as the case meets license sanction criteria and until form 470-3278, *Official Notice of Potential License Sanction*, is served (a “Y” and date display in the SRV field on the LISAN screen). ICAR displays an “N” in the L-ACT column on the report the following month to show that you reviewed the case and did not select it for license sanction.

If you later determine to pursue a license sanction on the case, change the existing “N” entry in the SEL field to a “Y” and press the F3 key twice. ICAR displays the current date and issues:

- A narrative (LISAN59) documenting that you changed the entry in the SEL field from an “N” to a “Y” with the reason you selected the case.
- A calendar flag (LISAN12) telling you that the LISAN screen is released for processing and to verify the case meets license sanction criteria.

When 60 days have passed since you entered a “Y” in the SEL field and the GEN NOTICE field is blank, ICAR issues a calendar flag (LISAN22) reminding you to review the case and to determine the next steps in the license sanction process.

### **Unselecting the LISAN Screen**

When you release the LISAN screen in error or later determine the case is otherwise not appropriate for license sanction, you may “unselect” the LISAN screen to indicate a license sanction is not being initiated on the case. You may unselect the LISAN screen when a “Y” displays in the SEL field and the GEN NOTICE field is blank.

To unselect the LISAN screen, change the existing “Y” entry in the SEL field to an “N” and press the F3 key twice to update the screen. ICAR enters the current date in the adjoining field and issues:

- ◆ A narrative (LISAN60) to document that you changed the entry in the SEL field from a “Y” to an “N” with the reason you “unselected” the screen.
- ◆ A calendar flag (LISAN36) every three months that the case continues to meet license sanction criteria, telling you that you previously selected the LISAN screen with an “N” and to determine if license sanction is now appropriate.

### **Automated License Sanction Criteria Review**

ICAR reviews cases with active (not process-ended) LISAN screens and determines whether the cases continue to meet all criteria for the license sanction program. Depending on the current stage of the license sanction process, ICAR handles cases that no longer meet license sanction criteria by:

- ◆ Automatically process-ending the LISAN screen, or
- ◆ Issuing a calendar flag to inform you that the case no longer meets criteria.

### **Automated LISAN Screen Process-Ending Program**

To determine which LISAN screens to process-end automatically, each week ICAR selects cases with LISAN screens displaying the following entries:

- ◆ SEL field is “Y,” “N,” or blank.
- ◆ GEN NOTICE field is blank.
- ◆ PROCESS ENDED field is blank.

ICAR then reviews the cases for the following criteria:

- ◆ STATUS (A/I/C/D/H) field on the CASE screen is “I,” “C,” “D,” or “H.”
- ◆ ICAR CASE WRKR ID field on the CASE screen is “CSC.”
- ◆ REDIRECTION FLAG field on the CASE screen is “Y.”
- ◆ USATTY field on the CASE screen is “Y” or “R.”
- ◆ GOOD CAUSE field on the PAYEE screen is “A,” “P,” or “Y.”
- ◆ BANKRPTCY & CHAPTR field on the PAYOR screen is “Y.”
- ◆ DECEASED field on the PAYOR screen is “Y” or the DATE OF DEATH field is greater than zero.
- ◆ The FEDBEN screen contains a "Y" in the SSIR, SSIB, SSID, SSR, SSD, CSSR, CSSI, or CSSD fields for the payor.
- ◆ PAYOR PARENT INDICATOR field on the NARRCASE screen is “POPP” or “WTW.”
- ◆ CORRECTION FLAG field on any of the case’s Obligation (OBLIG) screens is “E.”
- ◆ The CRT ORD CTY or CRT ORD# fields on the CONTEMPT screen display an entry and the ACTION DISMISSED/ENDED (D/E) field is blank.
- ◆ An IWO (not a lump-sum IWO) is linked to an income provider and the date in the GEN NOTICE: (Y/N/R/S) field on the IWO screen is less than 60 calendar days from the date the license sanction process-end program ran.
- ◆ An IWO (not a lump-sum IWO) is linked to an income provider and Medical Income Withholding/Unemployment Insurance Benefits (MIW/UIB) payments were received on any of the payor’s cases in the last 60 days from the date the license sanction process-end program ran.
- ◆ Payments total the calculated obligation amount for three months.
- ◆ Delinquency on the case is less than three months worth of support.
- ◆ Remaining balance on the case is either a 17 or 47 account type.
- ◆ No balance remains on the case.

When ICAR identifies a LISAN screen on a case meeting one of these criteria, ICAR:

- ◆ Process-ends the LISAN screen.
- ◆ Issues a narrative (LISAN56) documenting the reason the LISAN screen is ended based on one of the following entries in the WHY field:

BANK	OBLIGOR FILED FOR BANKRUPTCY
BIZ	CASE BALANCE IS ZERO
CONT	CASE HAS ACTIVE CONTEMPT SCREEN
DECD	OBLIGOR DECEASED
IWO	IWO SENT IN LAST 60 DAYS ORMIW/UIB PAYMENT IN LAST 60 DAYS
OTH	Text based on specific case criteria*
SSA	OBLIGOR RECEIVING SSA
SSD	OBLIGOR RECEIVING SSD
SSI	OBLIGOR RECEIVING SSI

\* For an “OTH” entry, ICAR enters the following narrative text based on criteria it used to process-end the LISAN screen:

CASE NO LONGER ACTIVE	OBLIGEE REFERRED FOR GOOD CAUSE
CASE HAS CSC WORKER ID	CASE OBLIGATION IN ERROR STATUS
CASE REDIRECTED	DELINQUENCY < 3 MONTHS SUPPORT
CASE REFERRED TO US ATTORNEY	PAY = OBLIG AMT FOR LAST 3 MNTHS
OBLIGOR INVOLVED IN POPP OR WTW	UNPAID BALANCE IS 17/47 ACCT

- ◆ Issues a calendar flag (LISAN23) to delete all existing LISAN calendar flags on the case.

#### **Automated Calendar Flag Program (Weekly)**

ICAR does not automatically process-end the LISAN screen when form 470-3278, *Official Notice of Potential License Sanction*, was sent to the payor but the case no longer meets license sanction criteria. To determine which cases no longer meet sanction criteria, ICAR selects cases with LISAN screens displaying the following entries:

- ◆ GEN NOTICE field displays a date.
- ◆ PROCESS ENDED field is blank.



ICAR then reviews the cases for the following criteria:

- ◆ STATUS (A/I/C/D/H) field on the CASE screen is “I,” “C,” “D,” or “H.”
- ◆ ICAR CASE WRKR ID field on the CASE screen is “CSC.”
- ◆ REDIRECTION FLAG field on the CASE screen is “Y.”
- ◆ USATTY field on the CASE screen is “Y” or “R.”
- ◆ HCDREF field on the CASE screen is “V” on any of the payor’s other cases.
- ◆ GOOD CAUSE field on the PAYEE screen is “A,” “P,” or “Y.”
- ◆ BANKRPTCY & CHAPTR field on the PAYOR screen is “Y.”
- ◆ DECEASED field on the PAYOR screen is “Y” or the DATE OF DEATH field displays a date.
- ◆ The FEDBEN screen contains a "Y" in the SSIR, SSIB, SSID, SSR, SSD, CSSR, CSSI, or CSSD fields for the payor.
- ◆ Payor paid the total support owed.
- ◆ CRT ORD CTY or CRT ORD# fields on the CONTEMPT screen display an entry and the ACTION DISMISSED/ENDED (D/E) field is blank.
- ◆ Remaining case balance is either a 17 or 47 account type.

When ICAR identifies a LISAN screen on a case meeting one of these criteria, ICAR issues a calendar flag (LISAN31) indicating the reason the case no longer meets license sanction criteria. Review the case to ensure the reason ICAR indicates is correct (e.g., the case is still referred to the U.S. Attorney’s Office) and either:

- ◆ Process-end the LISAN screen when the case meets one of the criteria, as this means the case is no longer eligible for license sanction, or
- ◆ Update the case appropriately, delete the calendar flag, and leave the license sanction in place when license sanction is still appropriate.

**Note:** When the case no longer meets license sanction criteria because the HCDREF field on the CASE screen displays a “V” on any of the payor’s other cases, ICAR issues a different calendar flag (LISAN32). This calendar flag tells you to either process-end the license sanction on the case receiving the calendar flag, or recall the case referred to Targeted Case Collections, also known as Hard to Collect Debt, with the Iowa Department of Revenue.

### **Automated Calendar Flag Program (Monthly)**

In addition to the cases ICAR reviews for license sanction criteria on a weekly basis (see [Automated Calendar Flag Program \(Weekly\)](#)), ICAR also reviews cases each month and selects cases with LISAN screens displaying the following entries:

- ◆ GEN NOTICE field displays a date.
- ◆ PROCESS ENDED field is blank.

ICAR then reviews the cases for the following criteria:

- ◆ SSN field on the PAYOR screen is blank. ICAR issues a calendar flag (LISAN37) telling you that there is an active LISAN screen, that no SSN exists for the payor, and that you must determine if license sanction is still appropriate.
- ◆ MAIL ADDR LN 1, MAIL ADDR LN 2, and CITY/STATE/ZIP fields on the PAYOR screen are blank. ICAR issues a calendar flag (LISAN35) telling you that there is an active LISAN screen, that the payor has no valid address, and to review the case.
- ◆ No income provider is linked to an IWO (not a lump-sum IWO); no MIW/UIB payments were received in the last 60 days; payments do not equal the obligation amount; or there is no license sanction payment agreement in effect. ICAR issues a calendar flag (LISAN34) telling you to send form 470-3274, *Certificate of Noncompliance*, if appropriate.

### **Cases Served Over Four Months Ago Without a Signed Payment Agreement**

Each month, ICAR issues a narrative (LISAN68) and calendar flag (LISAN41) informing you that four months have passed since the payor received form 470-3278, *Official Notice of Potential License Sanction*, the payor's licenses are not currently sanctioned, and the case meets the following criteria on the LISAN screen:

- ◆ The date in the SRV field is 135 days or more in the past, and
- ◆ The SIGNED field is blank, and
- ◆ The date in the EXPIRES field is the current date or earlier.
- ◆ The GEN CERT OF NONCOM field is blank, or
- ◆ The GEN CERT OF NONCOM field displays a date and the GEN WITHDRAWAL OF NONCOM field displays a date, and
- ◆ The PROCESS ENDED field is blank.

When you receive this calendar flag, review the case to determine if further action is needed. If not, process-end the LISAN screen.

**Case Receiving Payments While Payor's Licenses Are Sanctioned**

Each week, ICAR issues a calendar flag (LISAN33) informing you when the payor's licenses are currently sanctioned and the case meets the following criteria:

- ◆ The GEN CERT OF NONCOM field on the LISAN screen displays a date.
- ◆ The GEN PAY AGREEMNT field on the LISAN screen is "N" or blank.
- ◆ The GEN WITHDRAWAL OF NONCOM field on the LISAN screen is blank.
- ◆ The PROCESS ENDED field on the LISAN screen is blank.
- ◆ An IWO (not a lump-sum IWO) is linked to an income provider and the date in the GEN NOTICE: (Y/N/R/S) field on the IWO screen is less than 60 days before the date the case selection program ran (**Note:** ICAR does not issue this calendar flag when the only IWO on the case is a lump-sum IWO);
- ◆ An IWO (not a lump-sum IWO) is linked to an income provider and MIW/UIB payments were received in the last 60 days before the date the case selection program ran; or
- ◆ Payments equal to or more than the obligation amount were received in the last three months.

OR:

- ◆ The GEN PAY AGREEMNT field on the LISAN screen is "Y," and
- ◆ An IWO (not a lump-sum IWO) is linked to an income provider and the date in the GEN NOTICE: (Y/N/R/S) field on the IWO screen is less than 60 days before the date the case selection program ran (NOTE: ICAR does not issue this calendar flag when the only IWO on the case is a lump-sum IWO).

When you receive this calendar flag, generate form 470-3275, *Notice of Withdrawal of Certificate of Noncompliance*. ICAR automatically deletes this calendar flag when you enter a date in the GEN WITHDRAWAL OF NONCOM field on the LISAN screen.

## **Licensing Agency Data Match**

**Legal reference:** Iowa Code sections 252J.2(4), 252J.8(1); 441 IAC 98.101

ICAR matches the names and social security numbers of payors selected by the license sanction case selection program with the license-holder databases of participating licensing agencies. When a match is found, ICAR creates a LISAN screen for the case. The LISAN screen displays all licenses matched with the payor as of the date the case selection program runs.

### **Updating the LISAN Screen With New License Matches**

ICAR updates existing active (not process-ended) LISAN screens with new license matches under two conditions:

- ◆ A new license match is found with a currently participating licensing agency.
- ◆ The Unit begins matching with a new licensing agency.

ICAR updates the existing LISAN screen for the case with any new license matches, as long as you have not generated form 470-3278, *Official Notice of Potential License Sanction* (the GEN NOTICE field on the LISAN screen is blank).

For example, when ICAR selects a case for license sanction and the payor holds a license with a recently added licensing agency, ICAR displays the new license code on the existing LISAN screen. ICAR issues a narrative (LISAN7) documenting that an additional license has been found for the payor. Once you generate the *Official Notice of Potential License Sanction*, ICAR does not display additional license matches on the LISAN screen.

**Exception:** ICAR updates the LISAN screen with new DOT and DNR license information whenever a new license match is found for the payor and the LISAN screen is not process-ended. This happens even when you previously generated the *Official Notice of Potential License Sanction* and form 470-3274, *Certificate of Noncompliance*.

Since DOT and DNR sanction all applicable licenses for an payor, the new license matches do not affect the information previously provided to the payor in the *Official Notice of Potential License Sanction* or the information provided to the payor and licensing agency in the *Certificate of Noncompliance*.

### **Removing Licenses From the LISAN Screen**

When ICAR determines the payor no longer holds a license displayed on the LISAN screen, and you have not yet generated form 470-3278, *Official Notice of Potential License Sanction* (the GEN NOTICE field on the LISAN screen is blank), ICAR deletes the license code from the appropriate field and issues a narrative (LISAN8) documenting it removed a previously identified license.

When all of the payor's licenses displayed on the LISAN screen are no longer valid and you have not generated the *Official Notice of Potential License Sanction*, ICAR:

- ◆ Enters the current date in the PROCESS ENDED field on the LISAN screen.
- ◆ Enters "NOL" (no licenses) in the WHY field on the LISAN screen.
- ◆ Issues a narrative (LISAN56) documenting the license sanction process is ended and displays the code "NOL" and the reason "NO VALID LICENSES." ICAR also allows you to enter additional information in the narrative.

NOTE: There is no established hierarchy for selecting licenses when the case meets license sanction criteria and the payor has more than one license. ICAR automatically selects all matching licenses for the payor and displays them on the LISAN screen.

When you are aware of a license for the payor and the license information does not display on the LISAN screen, do not attempt to sanction the license. Sanction licenses only when there is an ICAR electronic match and the licensing agency is listed on the *Official Notice of Potential License Sanction*.

### **NOTICE TO PAYOR**

**Legal reference:** Iowa Code section 252J.3; 441 IAC 98.103(252J)

State law requires you to provide the payor with an initial notice of the license sanction action before sanctioning the payor's licenses. Send form 470-3278, *Official Notice of Potential License Sanction*, to the payor 30 days before taking any action against the payor's licenses.

The *Official Notice of Potential License Sanction* tells the payor that because the payor owes three months' support or more, the Unit may sanction the payor's professional, recreational, and driver's licenses and motor vehicle registrations of vehicles in which the payor is an owner. The form lists the valid exemptions from license sanction and tells the payor what steps to take to prevent a license sanction, along with the steps you take when the payor does not comply.

NOTE: When you process-end a license sanction action, you must wait for ICAR to again select the case for license sanction before you can begin a new action by sending a new *Official Notice of Potential License Sanction* to the payor.

### **Generating the *Official Notice of Potential License Sanction***

To generate form 470-3278, *Official Notice of Potential License Sanction*, take one of the following actions:

Action	LISAN Screen Entry	ICAR
Complete and send form 470-3278 by first-class mail.	<ul style="list-style-type: none"><li>• A “Y” in the SEL field (if blank or previously “N”).</li><li>• An “M” and the current date in the GEN NOTICE field.</li><li>• Press the F3 key twice to update the screen.</li></ul>	<ul style="list-style-type: none"><li>• Displays the <i>Official Notice of Potential License Sanction</i> for you to complete and generate.</li><li>• Automatically enters the current date in the SRV field.</li><li>• Leaves the SRV field Y/N indicator blank.</li><li>• Issues a narrative (LISAN2) documenting you sent the <i>Official Notice of Potential License Sanction</i> to the payor and lists the licensing agencies for the licenses displayed on the LISAN screen.</li><li>• Issues a calendar flag (LISAN44) 30 days later reminding you that if the payor did not request a conference and the <i>Official Notice of Potential License Sanction</i> was not returned as undeliverable, you may generate form 470-3274, <i>Certificate of Noncompliance</i>.</li></ul>

**NOTICE TO PAYOR****Generating the *Official Notice of Potential License Sanction***

Revised July 27, 2007

Iowa Department of Human Services

**Title 11** Enforcement and Distribution**Chapter G** License Sanction

Action	LISAN Screen Entry	ICAR
Complete and send form 470-3278 via process server/sheriff.	<ul style="list-style-type: none"> <li>• A “Y” in the SEL field (if blank or previously “N”).</li> <li>• A “P” and the current date in the GEN NOTICE field.</li> <li>• Press the F3 key twice to update the screen.</li> </ul>	<ul style="list-style-type: none"> <li>• Displays the <i>Official Notice of Potential License Sanction</i> for you to complete and generate.</li> <li>• Leaves the SRV field Y/N indicator and date blank.</li> <li>• Issues a narrative (LISAN75) documenting you sent the <i>Official Notice of Potential License Sanction</i> to the payor via process server/sheriff.</li> <li>• Issues a calendar flag (LISAN45) 30 days later reminding you the <i>Official Notice of Potential License Sanction</i> was provided to a process server and to review the status of the service.</li> </ul>
Regenerate the <i>Official Notice of Potential License Sanction</i> .	<ul style="list-style-type: none"> <li>• An “N” in the SRV field (when the Y/N indicator is “Y” or blank) and the appropriate code in the RTN field.</li> <li>• Press the F3 key twice to update the screen.</li> <li>• An “M” or “P” and the current date over the existing code and date in the GEN NOTICE field.</li> <li>• Press the F3 key twice to update the screen.</li> </ul>	<ul style="list-style-type: none"> <li>• Removes the existing “N” entry in the SRV field.</li> <li>• Enters the current date in the SRV field and issues a narrative (LISAN2) when you enter an “M” in the GEN NOTICE field.</li> <li>• Leaves the SRV field date blank and issues a narrative (LISAN75) when you enter a “P” in the GEN NOTICE field.</li> </ul>

When a “Y” and date display in the SRV field, ICAR does not allow you to change the GEN NOTICE field.

NOTE: When you enter an “M” or “P” and the current date in the GEN NOTICE field and the payor has another case referred to Targeted Case Collections (a “V” displays in the HCDREF field on the CASE screen), ICAR displays the on-line message “X-REF CASE REFERRED TO HTCD. RECALL HTCD CASE OR PROCESS END LISAN IF APPROPRIATE,” and does not generate the *Official Notice of Potential License Sanction*.

### **Sending the Official Notice of Potential License Sanction**

**Legal reference:** Iowa Code section 252J.3

Iowa Code section 252J.3 requires you to send form 470-3278, *Official Notice of Potential License Sanction* by first-class mail, to the payor's last known address. When service by first-class mail is unsuccessful, obtain service via a process server or sheriff.

ICAR either automatically updates the SRV field or allows you to update the SRV field depending upon the entry in the GEN NOTICE field.

Action	LISAN Screen Entry	ICAR
You send the <i>Official Notice of Potential License Sanction</i> to the payor by first-class mail, and the payor contacts you about the license sanction action <b>within 30 days</b> of the date in the GEN NOTICE field.	A "Y" in the SRV field.	<ul style="list-style-type: none"> <li>Does <b>not</b> change the existing date in the SRV field. This is the date the <i>Official Notice of Potential License Sanction</i> was sent to the payor.</li> <li>Issues a narrative (LISAN76) documenting you updated the SRV field with a "Y" and requiring you to narrate the reason (e.g., the payor requested a conference.)</li> </ul>
<b>30 days have passed</b> from the date in the GEN NOTICE field and you did not previously update the Y/N indicator in the SRV field.	N/A	<ul style="list-style-type: none"> <li>Automatically enters a "Y" in the SRV field.</li> <li>Does <b>not</b> change the existing date in the SRV field. This is the date the <i>Official Notice of Potential License Sanction</i> was sent to the payor.</li> <li>Issues a narrative (LISAN74) documenting the <i>Official Notice of Potential License Sanction</i> was not returned as undeliverable and that ICAR updated the SRV field with a "Y."</li> </ul>
The USPS returns the <i>Official Notice of Potential License Sanction</i> as undeliverable <b>within 30 days</b> of the date in the GEN NOTICE field.	An "N" in the SRV field.	<ul style="list-style-type: none"> <li>Does not change the existing date, as this is the date you attempted to send the <i>Official Notice of Potential License Sanction</i> to the payor.</li> <li>Requires you to enter in the RTN field the reason the <i>Official Notice of Potential License Sanction</i> was returned.</li> </ul>



**NOTICE TO PAYOR**  
**Sending the *Official Notice of Potential License Sanction***  
Revised July 27, 2007

Iowa Department of Human Services  
**Title 11** Enforcement and Distribution  
**Chapter G** License Sanction

Action	LISAN Screen Entry	ICAR
		<ul style="list-style-type: none"> <li>Issues a narrative (LISAN71) documenting the <i>Official Notice of Potential License Sanction</i> was returned and requiring you to enter the reason for the return (e.g., the payor refused delivery.)</li> <li>Issues a calendar flag (LISAN42) ten days later reminding you to update the payor's address and to re-send the <i>Official Notice of Potential License Sanction</i> or process-end the LISAN screen, as appropriate.</li> </ul>
The USPS returns the <i>Official Notice of Potential License Sanction</i> as undeliverable <b>after</b> ICAR has automatically entered a "Y" in the SRV field.	An "N" over the existing "Y" in the SRV field.	<ul style="list-style-type: none"> <li>Does not change the existing date, as this is the date you attempted to send the <i>Official Notice of Potential License Sanction</i> to the payor.</li> <li>Requires you to enter in the RTN field the reason the <i>Official Notice of Potential License Sanction</i> was returned.</li> <li>Issues a narrative (LISAN77) documenting you changed the SRV field from "Y" to "N."</li> <li>Issues a narrative (LISAN71) documenting the <i>Official Notice of Potential License Sanction</i> was returned and requiring you to enter the reason for the return (e.g., the payor refused delivery.)</li> <li>Issues a calendar flag (LISAN42) ten days later reminding you to update the payor's address and to re-send the <i>Official Notice of Potential License Sanction</i> or to process-end the LISAN screen, as appropriate.</li> </ul>

Action	LISAN Screen Entry	ICAR
<p>You send the <i>Official Notice of Potential License Sanction</i> to the payor via process server or sheriff, and:</p> <ul style="list-style-type: none"> <li>You receive the acknowledgement of service, and</li> <li>The service was <b>successful</b>.</li> </ul>	<p>A “Y” and the date of service in the SRV field.</p>	<ul style="list-style-type: none"> <li>Issues a narrative (LISAN72) documenting the <i>Official Notice of Potential License Sanction</i> was served upon the payor.</li> <li>Issues a calendar flag (LISAN43) 30 days later reminding you to generate form 470-3274, <i>Certificate of Noncompliance</i>, when the payor does not respond to the <i>Official Notice of Potential License Sanction</i>.</li> </ul>
<p>You send the <i>Official Notice of Potential License Sanction</i> to the payor via process server or sheriff, and:</p> <ul style="list-style-type: none"> <li>You receive the acknowledgement of service, and</li> <li>The service was <b>unsuccessful</b>.</li> </ul>	<p>An “N” and the attempted date of service in the SRV field.</p>	<ul style="list-style-type: none"> <li>Requires you to enter in the RTN field the reason the <i>Official Notice of Potential License Sanction</i> was returned.</li> <li>Issues a narrative (LISAN71) documenting the <i>Official Notice of Potential License Sanction</i> was returned and requires you to enter the reason for return (e.g., payor refused delivery.)</li> <li>Issues a calendar flag (LISAN42) ten days later reminding you to update the payor’s address and to re-send the <i>Official Notice of Potential License Sanction</i> or to process-end the LISAN screen, as appropriate.</li> </ul>

**Note:** You may **not** proceed with a license sanction until you or ICAR enters a “Y” and date in the SRV field.

## **EXEMPTION FROM THE LICENSE SANCTION PROCESS**

**Legal reference:** 441 IAC 98.102(252J)

At any step in the license sanction process, the payor may tell you that an exemption exists. Check online sources to verify an exemption. When you cannot verify an exemption through online sources, request verification from the payor.

NOTE: The payor must provide verification of the exemption within 30 days from the date on form 470-3278, *Official Notice of Potential License Sanction*, to prevent you from issuing form 470-3274, *Certificate of Noncompliance*, to the licensing agency. See [CERTIFICATE OF NONCOMPLIANCE](#) for more information.

## Verifying an Exemption

Under certain conditions, you may exempt the payor from the license sanction process. The conditions and valid verification sources for exemptions are:

- ♦ The payor receives Social Security Retirement (SSR), Social Security Disability (SSD), or Supplemental Security Income (SSIR, SSIB, or SSID). Verify SSD and SSI benefits through the State Verification and Exchange System Information Screens Location Database (LOCDB) screen. (See the location process for more information.)

NOTE: When the FEDBEN screen does not indicate the payor receives benefits but you verify that the payor receives SSR, SSD, SSIR, SSIB, or SSID benefits, enter a “Y” in the appropriate field on the FEDBEN screen for the payor and process-end the license sanction process. See [ENDING THE LICENSE SANCTION PROCESS](#).

- ♦ The payor receives Family Investment Program (FIP) benefits. Verify FIP benefits through the Issuance Verification (ISSV) on-line system. See 14-B(4), [SYSTEM SCREEN INSTRUCTIONS](#), for instructions on accessing ISSV. Obtain the case number for ISSV through the Automated Benefit Calculation (ABC) system.
- ♦ The payor receives county assistance, such as general relief, general assistance, community services, or veteran’s assistance. County assistance programs may provide assistance with the following items:

Food	Rent/mortgage	Stoves/refrigerators
Water	Lights/electricity	Beds

Veteran’s assistance programs provide assistance with these items for honorably discharged veterans. Eligibility for most non-veteran forms of county assistance is based on FIP guidelines. Each county may provide differing services. When you receive a request for a county assistance exemption, check with the county’s General Assistance office to verify what services are offered in that county.

The payor is responsible for providing verification of this exemption. The duration of the exemption may vary depending on the situation of the individual; however, the **minimum** duration for a county assistance exemption is **one month**.

The agency providing these benefits or other assistance may also verify in writing that the payor receives benefits.

- ◆ The payor is temporarily ill or disabled, or is providing care for another household member who is ill or disabled and requires the presence of the payor in the home as a caretaker. The illness or disability (of either the payor or household member) must be severe enough to keep the payor from working.

To verify an exemption for temporary illness or disability, generate form 470-3158, *Physician's Statement*, by entering "470-3158" in the FORM NUMBER field on the FORMVIEW screen and pressing the F5 key. Give the *Physician's Statement* to the payor. The payor must have the treating physician complete the form.

- ◆ The payor is incarcerated in prison or is in jail. The Unit may verify through online sources that the payor is incarcerated or the incarcerating institution may verify in writing that the payor is incarcerated.
- ◆ The payor is participating in a job-training or job-seeking program through Iowa Workforce Development (IWD) as a result of receiving Food Assistance. Verify in writing that the payor participates in this program.

NOTE: Simply receiving Food Assistance does **not** qualify the payor for an exemption. The payor must also be participating in a job-training or job-seeking program through IWD.

- ◆ The payor is participating in a chemical dependency (substance-abuse) treatment program that is licensed by the Department of Public Health or the Joint Commission on Accreditation of Healthcare Organizations. You may verify that the payor is participating in a treatment program through a written statement from a member of the program's professional staff.
- ◆ The payor is involved in either a Unit-initiated or private contempt action regarding support issues.
  - To verify contempt actions initiated by the Unit, review the entries in the CT ORD CTY or CRT ORD# fields on the CONTEMPT screen. There is a contempt action against the payor when an entry displays in at least one of these fields and the ACTION DISMISSED/ENDED (D/E) field is blank.
  - To verify private contempt actions, review the case narratives or the case file.

When you have initiated the license sanction process and later determine the payor is involved in a contempt action, end the license sanction process. See [ENDING THE LICENSE SANCTION PROCESS](#) for more information.

**Note:** Do **not** pursue both a license sanction action and a contempt action at the same time on the same case and court order.

- When you pursue a license sanction action, end any contempt action initiated by the Unit.
- When the Unit initiates a contempt action, or you become aware of a private contempt action, withdraw form 470-3274, *Certificate of Noncompliance* (if issued), and:
  - ◆ End the license sanction action when the Unit initiated the contempt action, or
  - ◆ Enter an exemption, when a private contempt action exists. (See [Recording a Valid Exemption](#).)
- ◆ The payor is institutionalized long-term for mental health treatment. You may verify that the payor is participating in a treatment program through a written statement from a member of the program's professional staff.

**Note:** Although Iowa Administrative Code does not specifically provide for this exemption, you may grant this exemption when the payor meets the above criteria.

When the payor claims an exemption during a license sanction conference, and you determine the payor qualifies for an exemption, generate form 470-3344, *Results of License Sanction Conference*, and send or give a copy to the payor. See [LICENSE SANCTION CONFERENCE](#) and [RESULTS OF THE LICENSE SANCTION CONFERENCE](#).

**Note:** When the payor qualifies for an exemption from the license sanction process, the payor is also exempt from the seek employment process. See 11-L, [SEEK EMPLOYMENT](#).

When there is an existing LISAN screen and entries display in the VALID NONCOMP (Y/N), NONCOMP TYPE CODE, and EXPIRES fields on the SEEKEMP screen, ICAR enters the exemption information from the SEEKEMP screen in the EXEMPTION CODE and EXPIRES fields on the LISAN screen.

### **Recording a Valid Exemption**

When the payor has a valid exemption from license sanction, enter a "Y" in the VALID EXEMPTION field and the exemption code in the EXEMPTION CODE field on the LISAN screen. Valid exemption codes are:

CON	Private contempt action
CTY	Receiving county assistance
DIS	Temporarily ill or disabled, or caring for a household member who is ill or disabled
FIP	Receiving benefits through the Family Investment Program (FIP)
FSP	Participating in a job-training or job-seeking program through Iowa Workforce Development (IWD) as a result of receiving Food Assistance
INC	Incarcerated
INS	Institutionalized long-term for mental health treatment
JAIL	In jail
SAT	Participating in a qualified substance-abuse treatment program

**Note:** When the VALID EXEMPTION field is blank and you enter a code in the EXEMPTION CODE field and press the F3 key, ICAR prompts you to enter a “Y” and a date in the VALID EXEMPTION field.

When you know the duration of the exemption, enter the date the exemption ends in the EXPIRES field on the LISAN screen. The date must be later than the date in the VALID EXEMPTION field. When you do not enter a date in this field, ICAR automatically enters a date of one year from the date in the VALID EXEMPTION field.

Press the F3 key twice to update the LISAN screen. ICAR issues a:

- ◆ Narrative (LISAN15) to document the exemption reason.
- ◆ Calendar flag (LISAN2) 15 days before the date in the EXPIRES field reminding you to review the case to determine if the exemption still applies.

**Note:** ICAR does not allow you to enter an exemption when a date exists in the GEN CERT OF NONCOM field on the LISAN screen. Generate form 470-3275, *Notice of Withdrawal of Certificate of Noncompliance*, before entering the exemption information. ICAR also does not allow you to make an entry in the GEN NOTICE, GEN PAY AGREEMNT, or GEN CERT OF NONCOM fields when a valid exemption exists. You must first delete the valid exemption. See [Deleting or Changing an Exemption](#).

## **Deleting or Changing an Exemption**

You may need to change the exemption information entered on the LISAN screen. An exemption may expire before the expiration date displayed in the EXPIRES field, or you may determine that the payor's exemption has changed.

1. Payor A has an exemption for FIP with an expiration date of 4/30/2007. Payor A stops receiving FIP on 3/1/2007 and no longer qualifies for an exemption. Delete the exemption.
2. Payor B is in a substance-abuse treatment program with an SAT exemption and an expiration date of 9/1/2007. In July, Payor B is incarcerated with a release date of 8/11/2007. Change the exemption code to INC and update the exemption start date to the date the incarceration began. Change the expiration date to 8/11/2007, the incarceration release date.

### **Deleting an Exemption**

To delete an exemption, space through the entries in the VALID EXEMPTION, EXEMPTION CODE, and EXPIRES fields on the LISAN screen and press the F3 key twice. ICAR issues a narrative (LISAN32) documenting the you removed the exemption and requires you to enter the reason for removing the exemption.

**Note:** You must delete all exemption information before proceeding with another license sanction action (e.g., generating form 470-3274, *Certificate of Noncompliance*.)

### **Changing Exemption Information**

To change the exemption expiration date, enter the new exemption expiration date over the existing entry in the EXPIRES field on the LISAN screen and press the F3 key twice. ICAR issues a narrative (LISAN43) documenting that you changed the exemption expiration date and requires you to enter the reason for changing the expiration date.

When you do not enter an expiration date when you first enter an exemption code, ICAR automatically sets the expiration date for one year from the date in the VALID EXEMPTION field.

When you change the expiration date, ICAR:

- ◆ Deletes the calendar flag (LISAN2) reminding you of the exemption expiration date.
- ◆ Issues a new calendar flag (LISAN26) 15 days before the new expiration date.

To change the exemption code, enter the new exemption code over the existing entry in the EXEMPTION CODE field and press the F3 key twice. ICAR issues a narrative (LISAN53) documenting that you changed the exemption code and requires you to enter the reason for changing the code.

When you change the entry in the EXEMPTION CODE field and you do not enter a date in the EXPIRES field, ICAR automatically changes the expiration date to one year from the date in the VALID EXEMPTION field.

## **LICENSE SANCTION CONFERENCE**

**Legal reference:** Iowa Code section 252J.4; 441 IAC 98.103(252J) and 98.104(1)

The payor may request a conference to discuss the license sanction action any time after the payor receives form 470-3278, *Official Notice of Potential License Sanction*, or the notice of suspension, revocation, or denial of issuance or renewal from the licensing agency. The *Official Notice of Potential License Sanction* tells the payor about the right to request a conference to discuss the license sanction.

### **Request for a Conference**

**Legal reference:** Iowa Code Section 252J.3(5); 441 IAC 98.103(1)

The payor must request a conference in writing. You must receive the request within 30 days from the date you mailed or served form 470-3278, *Official Notice of Potential License Sanction*, (based on the date in the SRV field on the LISAN screen) to prevent the issuance of form 470-3274, *Certificate of Noncompliance*.

**Note:** When the payor's request for a conference is not received within 30 days from the date you mailed or served the *Official Notice of Potential License Sanction*, and you issue the *Certificate of Noncompliance*, the licensing agency may sanction the payor's license before the conference date.



When you receive the payor's written request for a conference, enter the date you receive the request in the CONF REQUESTED field on the LISAN screen. ICAR issues a narrative (LISAN42) documenting the date you received the payor's request for a conference. ICAR also requires you to complete the CONF SCHEDULED field.

### **Scheduling the Conference**

**Legal reference:** Iowa Code section 252J.4(3); 441 IAC 98.104(1)

Schedule the conference no **earlier** than ten days and no **later** than 30 days following the date in the CONF REQUESTED field. This allows both the payor and you time to gather information for the conference. The payor may request the conference be held by telephone or in person.

Enter the date and time of the conference in the CONF SCHEDULED field. ICAR issues a narrative (LISAN29) documenting the date and time of the conference and displays the following forms for you to complete and generate:

- ◆ Form 470-3276, *Acknowledgment of Request for Conference*.
- ◆ Form 470-3277, *License Sanction Request for Financial Statement - Obligor*.
- ◆ Form 470-3343, *License Sanction Request for Financial Statement - Oblige*.
- ◆ Form 470-0204, *Financial Statement* (two copies).

#### *The Acknowledgment of Request for Conference*

- ◆ Documents the receipt of the payor's request for a conference,
- ◆ Tells the payor the time, date, and place of the conference,
- ◆ Lists the issues the payor may discuss at the conference,
- ◆ Informs the payor of the valid exemptions from license sanction, and
- ◆ Instructs the payor to complete the enclosed *Financial Statement*.

Send the *Acknowledgment of Request for Conference*, *License Sanction Request for Financial Statement - Obligor*, and one copy of the *Financial Statement* by first-class mail to the payor's last known address.

At the request of either the payor or the Unit, you may reschedule the conference **one** time. See [RESULTS OF LICENSE SANCTION CONFERENCE](#) for more information.

**Note:** The payor must provide a telephone number where the payor may be reached when requesting a telephone conference. The *Acknowledgment of Request for Conference* notifies the payor that you will contact the payor at that number. When the payor does not provide the telephone number, schedule an in-person conference.

### **Requesting Financial Statements From the Payor and Payee**

**Legal reference:** 441 IAC 98.104(1) and (2)

When you send form 470-3276, *Acknowledgment of Request for Conference*, to the **payor**, also send form 470-3277, *License Sanction Request for Financial Statement – Obligor*, and one copy of form 470-0204, *Financial Statement*.

The *License Sanction Request for Financial Statement - Obligor* instructs the payor to complete and return the enclosed *Financial Statement* and provide proof of income, such as pay stubs and Internal Revenue Service W2 statements, within ten days:

At the same time you send the request for financial information to the payor, send the **payee** form 470-3433, *License Sanction Request for Financial Statement – Obligor*, and one copy of the *Financial Statement*.

The *License Sanction Request for Financial Statement - Obligor* explains that the payor requested a conference to discuss the license sanction action. The form asks the payee to complete and return the enclosed *Financial Statement* and provide proof of income, such as pay stubs, within ten days.

**Note:** Do **not** send the *License Sanction Request for Financial Statement - Obligor* and *Financial Statement* to the payee under the following conditions:

- ◆ Current support cases with an 11 case account type. Instead, use online sources to determine income. See [Preparing for the Conference](#) for more information.
- ◆ Delinquency-only cases with only an 11 account type balance. Instead, use online sources or median income. See [Preparing for the Conference](#) for more information.
- ◆ Caretaker cases. Instead, send the *License Sanction Request for Financial Statement - Obligor* and *Financial Statement* to the payor and the *License Sanction Request for Financial Statement - Obligor* and *Financial Statement* to the other parent, when the address of the other parent is known.

Failure of the **payee** to return the requested financial information is **not** a valid reason to refer the payee on a public assistance case to Income Maintenance (IM) for non-cooperation. When the **payor** does not return the financial information within the required timeframe, send form 470-3274, *Certificate of Noncompliance*. See [RESULTS OF LICENSE SANCTION CONFERENCE](#) for more information.

### **Holding the License Sanction Conference in Less Than Ten Days**

Iowa Code section 252J.4(3) requires you to schedule a conference no **sooner** than ten days after receipt of the payor's request for a conference. This allows the payor and, when applicable, the payee, time to complete and return form 470-0204, *Financial Statement*, before calculating the guidelines amount for the payment agreement.

On occasion, the payor may request that you hold a conference before the ten days, such as a walk-in request. When this happens, do the following:

- ◆ When you are required to send form 470-0204, *Financial Statement*, to the **payee**, you may discuss the issues with the payor before the ten days.

However, do **not** complete the guidelines calculation and payment agreement, nor consider the conference officially complete when case circumstances require you to send the *Financial Statement* to the payee. See [Requesting Financial Statements from the Payor and Payee](#) for more information.

- ◆ When you are **not** required to send a *Financial Statement* to the payee (such as when a current support case is an 11 case account type, or when a delinquency-only case has only an 11 account type balance), you are **not** required to send a *Financial Statement* to the payee, and you may hold the conference before the ten days.

Since ICAR prevents you from entering a date in the CONF SCHEDULED field that is earlier than ten days from the date in the CONF REQUESTED field, make the following entries on the LISAN screen:

- Enter the **current date** in the CONF REQUESTED field.
- Enter a **future date** between 10 and 30 days **after** the date the payor requests the conference in the CONF SCHEDULED field. Enter an arbitrary time to hold the conference.
- Press the F3 key twice to update the LISAN screen.

ICAR displays the following forms for you to complete and generate:

- Form 470-3276, *Acknowledgement of Request for Conference*. When you generate the *Acknowledgement of Request for Conference*, make the following entries on the FORMVIEW screen:
  - ◆ When the payor comes into the office, enter an “X” in the OBLIGOR REQUESTED AN IN-PERSON CONFERENCE (X) field.
  - ◆ When the payor calls in for a conference, enter an “X” in the OBLIGOR REQUESTED A CONFERENCE BY PHONE (X) field. Also enter the payor’s telephone number in the NUMBER NCP GAVE FOR PHONE CONF (515) 555-5555 field.
  - ◆ Change the entry in the DATE OF CONFERENCE (MM/DD/CCYY) field to the actual date you are holding the conference.
  - ◆ Change the entry in the TIME OF CONFERENCE (10:00 AM) field to the actual time you are holding the conference.
  - ◆ Narrate on ICAR that you made these changes in the form.
- Form 470-3277, *License Sanction Request for Financial Statement - Obligor*.
- Form 470-3343, *License Sanction Request for Financial Statement - Obligee*.
- Form 470-0204, *Financial Statement* (two copies).

Give the payor the *Acknowledgement of Request for Conference*, *License Sanction Request for Financial Statement - Obligor* and one copy of the *Financial Statement*.

When you hold the conference, enter a “Y” and the **date you held the conference** in the CONF HELD (Y/N/R) field. ICAR displays form 470-3344, *Results of License Sanction Conference*, for you to complete and generate. Give this form to the payor.

## **Preparing for the Conference**

**Legal reference:** 441 IAC 98.104(2) and (3) and Chapter 99, Division I

To prepare for the conference with the payor, review the financial information from the payor and payee, as applicable. When the **payee** does not complete and return form 470-0204, *Financial Statement*, gather information about the payee’s financial status from on line or other sources.

When there is no on-line or other information available, use median income for the payee's income. See 10-H, [DETERMINING CHILD SUPPORT OBLIGATIONS](#), for more information.

### **Calculating the Payment Agreement Amount**

**Legal reference:** 441 IAC 98.104(2) and (3) and 98.105(252J)

Iowa Administrative Code requires you to determine if the payor's ability to pay support deviates from the amount in the existing support order. The purpose of this calculation is to establish a payment agreement that prompts the payor to begin paying support and avoid license sanction.

The payment agreement amount is based on the best information available at the time the payment agreement is calculated. When the support order is later modified, the obligation amount may change, and a new payment agreement may be required.

To determine the amount of the payment agreement:

- ◆ Calculate the support due using current financial information from the payor and payee, as applicable.

Use the Iowa Supreme Court Child Support Guidelines to calculate the payor's ability to pay. See 10-H, [DETERMINING CHILD SUPPORT OBLIGATIONS](#), for instructions on using the Supreme Court Guidelines.

For cases with current support obligations, calculate the guidelines using the number of children covered by the current support obligation.

For delinquency-only cases, include only the last child to emancipate (or children, if more than one child emancipated on the same date) when calculating the guidelines amount.

**Note:** When the payor requests a conference and the child emancipates before you hold the conference, consider this child emancipated and calculate the guidelines based on how many children are receiving current support on the case; or use the last child to emancipate.

- ◆ Determine if the guidelines amount is higher or lower than the income-withholding amount under the existing support order. See the income withholding order process for more information.

- ◆ Set the payment agreement amount for the **lower** of the two amounts.

The payor must pay the lower of either the guidelines amount for current support or the maximum amount payable under an income withholding order based on the existing support order. This calculation determines the amount of support the payor must pay to stop the license sanction process and does **not** modify the amount of the existing support obligation.

You calculate that the payor should pay \$150.00 per month based on the child support guidelines. The maximum amount allowed under an income withholding order, based on the existing support order, is \$200.00 per month. Set the payment agreement amount at \$150.00 per month.

- ◆ Determine if the case meets criteria for a modification of the support order.

If the case meets criteria for a modification, provide the payor with the necessary forms to request a review of the support obligation. Continue the license sanction process while the support obligation is reviewed. The payor remains obligated to pay the support originally ordered by the court. Unpaid support continues to accrue at the rate specified in the existing support order.

**Note:** Do **not** give the payor forms to request a review of the support obligation for delinquency-only cases.

If the review process results in a modification of the support order, end the license sanction process. See [ENDING THE LICENSE SANCTION PROCESS](#) for more information. ICAR may again select the case for license sanction if the case meets license sanction criteria.

**Note:** Payors on foster care cases must pay according to the Foster Care Recovery Unit's protocols for determining the payment amount under the foster care guidelines.

### **Issues to Consider in the Conference**

The payor may discuss the following issues at the conference:

- ◆ An error in the identity of the payor.
- ◆ An error in the amount of support the payor owes.
- ◆ The payor's possible qualification for an exemption from the license sanction process.
- ◆ The payor's ability to pay support in accordance with the guidelines.

The payor may attempt to discuss other issues such as visitation rights and custody. Focus the discussion on issues related to the license sanction.

The payor may bring others to the conference. The payor determines who may attend. The payee may **not** attend unless approved by the payor. All persons in attendance are to focus only on issues related to the license sanction.

### **Payor Does Not Provide Adequate Financial Information**

**Legal Reference:** 441 IAC 98.104(2)

When the payor requests a conference and provides incomplete financial information or requests additional time to gather financial information, schedule a second conference at least ten days after the date of the original conference. Send form 470-3344, *Results of License Sanction Conference*, requesting the additional information and telling the payor the date and time of the rescheduled conference.

When the payor gathers the additional information and comes into the office before the date of the second conference, hold the conference with the payor.

When the payor fails to provide complete financial information at the second conference, send the *Results of License Sanction Conference* along with form 470-3274, *Certificate of Noncompliance*. See [CERTIFICATE OF NONCOMPLIANCE](#) for more information.

## **RESULTS OF LICENSE SANCTION CONFERENCE**

**Legal reference:** Iowa Code sections 252J.4 and 252J.6; 441 IAC 98.104(252J)

Based on the information presented in the conference, several outcomes are possible:

- ◆ The payor may pay the support owed. When the payor pays the support owed, end the license sanction process. See [ENDING THE LICENSE SANCTION PROCESS](#) for more information.
- ◆ You may determine that the Unit made a mistake of fact regarding the identity of the payor or the amount of delinquency. When a mistake of fact is made, correct the mistake and end the license sanction process. See [ENDING THE LICENSE SANCTION PROCESS](#) for more information.

- ◆ You may schedule a second conference to allow the payor time to gather more financial information. See [Payor Does Not Provide Adequate Financial Information](#) for more information.
- ◆ You may reach an agreement with the payor to pay the support owed. See [Establishing a Payment Agreement](#) for more information. When you determine that the case may qualify for a modification of the support order, provide the payor with any necessary forms to request a review of the existing support obligation, unless it is a delinquency-only case. See [Calculating the Payment Agreement Amount](#) for more information.
- ◆ You may determine that the payor qualifies for an exemption from the license sanction process. See [EXEMPTION FROM THE LICENSE SANCTION PROCESS](#) for more information.
- ◆ You may issue form 470-3274, *Certificate of Noncompliance*, to the licensing agency when you have not previously issued the certificate. See [CERTIFICATE OF NONCOMPLIANCE](#) for more information.

**Note:** Issue the *Certificate of Noncompliance* to the licensing agency when the payor does not attend the conference and you have not previously issued it.

- ◆ You may withdraw a previously issued *Certificate of Noncompliance*. See [CERTIFICATE OF NONCOMPLIANCE](#) for more information.

Record the status of the conference in the CONF HELD (Y/N/R) field on the LISAN screen. Valid entries are “Y,” “N,” and “R.”

- ◆ **Conference held:** Enter a “Y” and the date the conference is held. ICAR issues a narrative (LISAN3) documenting the date the conference was held.
- ◆ **Conference not held:** Enter an “N” and the date the conference is scheduled and not held. ICAR issues a narrative (LISAN4) documenting the date the conference was not held and requires you to enter the reason.
- ◆ **Conference rescheduled:** Enter an “R” and the current date in the CONF HELD (Y/N/R) field when the conference is rescheduled. ICAR:
  - Enters the current date in the CONF REQUESTED field and requires you to enter the date and time of the rescheduled conference in the CONF SCHEDULED field.
  - Issues a narrative (LISAN5) documenting the date and time of the rescheduled conference and requires you to enter the reason for rescheduling.



To reschedule a previously scheduled conference, make the following entries on the LISAN screen:

- Enter an “R” and the current date in the CONF HELD (Y/N/R) field. ICAR automatically enters the current date in the CONF REQUESTED field.
- Enter the new date and time of the conference in the CONF SCHEDULED field.
- Press the F3 key twice to update the LISAN screen.

**Note:** When the payor comes into the office with financial information and you hold an unscheduled conference, enter a “Y” in the CONF HELD (Y/N/R) field. ICAR allows you to enter a “Y” in the CONF HELD (Y/N/R) field without a date in the CONF SCHEDULED field.

When you update the CONF HELD (Y/N/R) field, ICAR displays form 470-3344, *Results of License Sanction Conference*, for you to complete and generate.

When you delete the existing entry in the CONF HELD (Y/N/R) field, ICAR issues a narrative (LISAN55) documenting that you removed the information and requires you to enter the reason.

### **Issuing the Results of the Conference**

Issue form 470-3344, *Results of License Sanction Conference*, to inform the payor of the results of the conference. The form documents whether the payor:

- ◆ Attended the conference.
- ◆ Paid the total support owed.
- ◆ Entered into a payment agreement.
- ◆ Claimed and verified an exemption.
- ◆ Refused to enter into a payment agreement.
- ◆ Proved the Unit made a mistake of fact regarding the payor’s identity or the amount of delinquency.

You may issue form 470-3274, *Certificate of Noncompliance*, after the conference, when you have not previously sent a *Certificate of Noncompliance* to the licensing agency. Send a copy of this form along with the *Results of License Sanction Conference*.

These forms notify the payor that the licensing agency will begin steps to suspend, revoke, deny issuance, or deny renewal of the payor’s licenses upon receiving the *Certificate of Noncompliance*.

## Establishing a Payment Agreement

**Legal reference:** Iowa Code sections 252J.4(4)(c), 252J.6(2)(c); 441 IAC 98.105(252J) and 441 IAC 98.24(252D)

Form 470-3273, *License Sanction Payment Agreement*, establishes the terms of the payment agreement, such as the amount and frequency of the payments (including the initial payment due at the time the agreement is signed), the method of payment, and the beginning date of the agreement.

Set the payment agreement amount based on the amount determined in [Calculating the Payment Agreement Amount](#). The payor must pay the **lower** of either:

- ◆ The guidelines amount for current support, or
- ◆ The maximum amount payable under an income withholding order based on the existing support order.

The payment frequency in the agreement must be the same as in the existing support order. For example, when the existing support order requires the payor to pay monthly on the 15<sup>th</sup> of the month, require the payor to pay monthly on the 15<sup>th</sup> of the month in the payment agreement. See [Preparing for the Conference](#) for additional information about determining the payor's ability to pay.

D479HL70	IOWA COLLECTION AND REPORTING SYSTEM LICENSE SANCTION	DATE: 00/00/00 TIME: 12:42:22
CASE NUMBER.....:	MULT CASES:	SIGNATURE ID.....:
PAYOR.:	SSN:	CC RP ATTY (Y/N):
PAYEE.:		CC CP ATTY (Y/N):
MATCHED: 00 00 0000	SEL.: 00 00 0000	INTERSTATE.....:
VALID EXEMPTION.:	EXPIRES:	INITIATING STATE:
EXEMPTION CODE...:		RESPONDING STATE:
GEN NOTICE.:	SRV:	RTN:
NOTICE RET1:	RSN:	DLIC CLASS.....:
NOTICE RET2:	RSN:	DLIC #.....:
CONF REQUESTED...:		VEHICLE REG.....:
CONF SCHEDULED...:	:	M
CONF HELD(Y/N/R):		-----VEHICLE PLATE #-----
GEN PAY AGREEMNT:	SIGNED.:	
PYMT AMOUNT.....:	PER.....:	-----DNR LICENSES-----
PYMT METHOD.....:	START...:	
GEN CERT OF NONCOM.....:		--PROFESSIONAL LICENSES--
GEN WITHDRAWAL OF NONCOM.:	WHY:	
PROCESS ENDED.....:	WHY:	
F3=UPD F5=INQ F6=INTERSTA F7=BACK F8=FORW F10=LISAN2 F12=LSAGENCY		
NEXT SCREEN:	NOTES:	

To record information about the payment agreement, make the following entries on the LISAN screen:

- ◆ In the GEN PAY AGREEMNT field enter:
  - A “Y” when the payor agrees to enter into a payment agreement. ICAR:
    - Displays the current date in the adjoining field.
    - Requires you to enter the appropriate information in the PYMT AMOUNT, PER, PYMT METHOD and START fields before generating the *License Sanction Payment Agreement*.
    - Displays the *License Sanction Payment Agreement* for you to complete and generate. Make a photocopy of the form and send or give the payor the original to sign and return with the initial payment. Place the copy of the *License Sanction Payment Agreement* in the case file. Include a return envelope for the payor’s use. Do **not** sign the payment agreement until after the payor signs it and makes the initial payment.
    - Issues a narrative (LISAN61) documenting the amount, payment frequency, payment method, and payment start date of the payment agreement.
  - An “N” when the payor declines to enter into a payment agreement. ICAR:
    - Displays the current date in the adjoining field.
    - Automatically advances the cursor to the GEN CERT OF NONCOM field and prompts you to generate form 470-3472, *Certificate of Noncompliance*.
    - Issues a narrative (LISAN65) documenting that you did not generate the payment agreement and requires you to enter the reason.
  - An “R” over the existing “Y” to regenerate the *License Sanction Payment Agreement*. Verify that all agreement information is correct before regenerating the *License Sanction Payment Agreement*. When you enter an “R,” ICAR:
    - Displays the *License Sanction Payment Agreement* for you to complete and generate.
    - Displays the current date in the adjoining field.
    - Issues a narrative (LISAN64) documenting that you regenerated the existing payment agreement and requires you to enter the reason.

When you enter a “Y,” “N,” or “R” in the GEN PAY AGREEMNT field on a case with an active interstate referral:

- If the INTERSTA and LISAN screens are **not** linked (the INTERSTATE field on the LISAN screen is “N” or is blank), ICAR displays the online message “YOU MUST LINK THE INTERSTATE SCREEN AND LISAN SCREEN BEFORE PROCEEDING,” and does not generate the *License Sanction Payment Agreement*.

This helps ensure that you link the license sanction process to the interstate referral so that ICAR generates the appropriate interstate-related statuses to the other state.

- If Iowa is the initiating state (“IA” displays in the INIT STATE field on the INTERSTA screen) and the INTERSTA screen is linked to the LISAN screen (a “Y” displays in the INTERSTATE field on the LISAN screen), ICAR displays the online message “FYI: ACTIVE INTERSTATE REFERRAL TO ANOTHER STATE. F3 TO CONTINUE,” reminding you that this case has been sent to another state for further assistance.
- ♦ SIGNED: Enter the date you signed the *License Sanction Payment Agreement*. Do not sign the payment agreement or enter a date in this field until you receive the signed payment agreement and the initial payment from the payor.  
**Note:** When you delete the date in the SIGNED field (for example, after one year you determine the payment agreement amount has changed, and you are waiting to establish a new payment agreement with the payor), ICAR issues a narrative (LISAN69) documenting that you deleted the date and requires you to enter the reason.
- ♦ PYMT AMOUNT: Enter the payment agreement amount in dollars and cents.
- ♦ PER: Enter the payment frequency (must be the same as the frequency in the existing support order). Valid entries are:

W	Weekly	BM	Bi-monthly
BW	Bi-weekly	Q	Quarterly
M	Monthly	SA	Semi-annually
SM	Semi-monthly	A	Annually

- ♦ PYMT METHOD: Enter the method of payment. Valid entries are:

REG	Regular cash payment
OTH	Other method of payment

**Note:** When you enter “OTH” in the PYMT METHOD field, access the Case Narrative Duplicate (NARRDUP) screen and narrate the exact method of payment.

- ◆ **START:** Enter the start date of the payment agreement. Use the date payments are due under the existing or most recent support order. This is the date the first payment is due after making the initial payment (which the payor makes when the payor signs the payment agreement). All subsequent payments are due on this date, based on the entry in the PER field. Determine the start date by using the following factors as a guide:
  - What date is the payment due in the existing support order? The agreement **must** reflect the payment date and frequency of the existing support order.
  - When is the payor most likely to have money during the month with which to make payments?
  - What is a reasonable amount of time to give the payor to line up finances to make payments?

Payor C is an independent truck driver who contracts with several trucking firms. Most of the firms pay Payor C on the first of the month. Payor C comes in for a license sanction conference and signs a payment agreement on June 6. The support order states the obligation is due on the 15<sup>th</sup> of every month. Set the payment agreement start date for July 15, since this is the next date Payor C will have enough money to make a payment.

**Note:** An entry in either the GEN PAY AGREEMNT, PYMT AMOUNT, PER, PYMT METHOD, or START fields requires an entry in all of the remaining fields. When you remove an entry in any of these fields, ICAR requires you to remove the entry in all of the remaining fields. ICAR issues a narrative (LISAN66) documenting that you removed the payment agreement information and requires you to enter the reason.

When the payor chooses to review the payment agreement, include a letter telling the payor the payment agreement must be returned with the initial payment within 20 days from the date on the *License Sanction Payment Agreement*, or you will issue a *Certificate of Noncompliance* to the licensing agency.

The *License Sanction Payment Agreement* tells the payor:

- ◆ The agreement does not modify or affect the amount of the existing support order.
- ◆ The initial payment is due at the time the payor signs the agreement.

- ◆ The agreement is based upon the Iowa Supreme Court Guidelines.
- ◆ The agreement remains in effect for at least one year. At the end of the year, the Unit may review the agreement to ensure that the payment amount still reflects the payor's ability to pay.
- ◆ The case may meet the requirements for review of the existing support order. If so:
  - The Unit will refer the case for review of the existing support order.
  - When the review process is complete, the payor will be obligated to pay according to the amount established during the review.
  - The previous payment agreement is null and void when changed by the review.
- ◆ Because of the payor's compliance with the payment agreement, the Unit will take no further action against the payor's licenses at this time.
- ◆ When the payor fails to comply with the agreement:
  - You will issue the *Certificate of Noncompliance* to the licensing agency,
  - The licensing agency initiates steps to suspend, revoke, deny issuance, or deny renewal of the payor's licenses, and
  - The payor may request a conference or district court hearing after the licensing agency begins its steps to sanction the payor's licenses.
- ◆ When payments are made through income withholding, the payor is not required to make additional payments under the payment agreement. When income withholding stops, the payor must again make payments based on the payment agreement.

### **Payor's Review of the Payment Agreement**

As the result of establishing a payment agreement with the payor during either a telephone or in-person conference, allow the payor 20 days to review, sign and return the payment agreement to you with the initial payment. This allows the payor the opportunity to review the payment agreement with the payor's attorney, if the payor chooses.

When you previously issued form 470-3472, *Certificate of Noncompliance*, to the licensing agency, you may be unable to prevent the payor's license from being sanctioned until the payor returns the signed payment agreement with the initial payment.

When the payor agrees to the terms of the payment agreement, the payor signs and dates form 470-3273, *License Sanction Payment Agreement*, and returns it with the initial payment to you for your signature. Take the following actions:

- ◆ Sign and date the form.
- ◆ Make a copy and return the copy to the payor.
- ◆ Retain the original copy in the case file.
- ◆ Enter the date you signed the *License Sanction Payment Agreement* in the SIGNED field on the LISAN screen. ICAR issues:
  - A narrative (LISAN6) documenting the date the payment agreement was signed, the payment start date, payment method, and payment frequency.
  - A status (LISAN8) to the initiating or responding state on interstate cases (the INTERSTATE field on the LISAN screen displays a “Y”) informing the state that the payor entered into a signed payment agreement with the Unit.
  - A calendar flag (LISAN19) one year later reminding you to review the status of the payment agreement.
- ◆ Generate form 470-3275, *Notice of Withdrawal of Certificate of Noncompliance*, when you previously issued the *Certificate of Noncompliance*.

**Note:** Do **not** sign the payment agreement until **after** the payor signs and makes the initial payment. Your signature finalizes the agreement, and it must always follow the date the payor signs.

When the payor does not agree to the terms of the payment agreement or does not return the payment agreement within the allowed 20 days and you have not previously sent the *Certificate of Noncompliance*, enter the current date in the GEN CERT OF NONCOM field on the LISAN screen. ICAR:

- ◆ Displays the *Certificate of Noncompliance* for you to complete and generate.
- ◆ Issues a narrative (LISAN79) documenting you sent the *Certificate of Noncompliance* to the licensing agency.

**Note:** When the payor signs a payment agreement, and the case meets review criteria, give the payor the opportunity to sign a request for review. Don't do this for delinquency-only cases. See [Calculating the Payment Agreement Amount](#) for more information.

### **Length of the Payment Agreement**

**Legal reference:** 441 IAC 98.105(1)

The license sanction payment agreement remains in effect for at least one year from the date you sign it, unless:

- ◆ You determine the payor qualifies for an exemption (see [EXEMPTION FROM THE LICENSE SANCTION PROCESS](#)), or
- ◆ The payor pays the total support owed.

At the end of one year, you may review the case to ensure the payment agreement amount accurately reflects the payor's ability to pay. ICAR issues a calendar flag (LISAN19) one year after the payment agreement is signed, reminding you to review the case and to confirm the payor continues to comply with the payment agreement.

If, after one year, you believe the payor's ability to pay has changed since the payment agreement was established, send form 470-0204, *Financial Statement*, to the payor and payee, if appropriate, and recalculate the payment agreement amount. See [Preparing for the Conference](#) for information on calculating the payor's ability to pay.

- ◆ When the payor's ability to pay has changed, send a new payment agreement to the payor for signature. See [Establishing a Payment Agreement](#) for additional information.
- ◆ When you determine the current payment agreement continues to accurately reflect the payor's ability to pay, send a status to the payor with this information.

Review the payment agreement only for cases that are not currently undergoing a review for modification of the support obligation. If you referred the case for a modification of the support obligation, the license sanction payment agreement remains in effect while the case is under review. When the review process results in a modification of the support order, end the license sanction process.



### **Monitoring the Payment Agreement**

**Legal reference:** 441 IAC 98.105(2)

When you enter payment agreement information on the LISAN screen, ICAR issues a calendar flag reminding you to review the case for the first payment, depending on whether the payment agreement is signed.

When the SIGNED field displays a date and you enter or modify the date in the START field, ICAR issues a calendar flag (LISAN39) five days after the date in the START field reminding you that there is a signed payment agreement and to determine whether the payor is in compliance.

When the SIGNED field is blank and you enter or modify the date in the START field, ICAR issues a calendar flag (LISAN40) five days after the date in the START field. This calendar flag reminds you that the payment agreement is unsigned, to determine whether the payor is in compliance, and to try to obtain a signed payment agreement.

ICAR monitors the payor's compliance with the signed or unsigned payment agreement, based on the payment amount, frequency, due date, and payment method, to ensure the Unit receives the proper payments.

ICAR runs the payment agreement monitoring program the second Friday of each month. ICAR monitors a case for compliance with a payment agreement beginning the **second** month after the date in the START field on the LISAN screen.

ICAR reviews the case for payments with a fund source of EFT or REG on the Case Payment History (PAYHIST) screen.

The payment agreement start date is April 16, 2007. ICAR does not review the case in May. Instead, ICAR reviews the case in June.

Since the payment agreement did not begin until April 16, ICAR does not review the case for an entire month's worth of payments when the program runs the second week in May. Therefore, ICAR waits until an entire month's time passes before reviewing the case for payments. ICAR evaluates payments made in May when it runs the payment agreement monitoring program the second week in June.

The payment agreement monitoring program uses different criteria and issues different calendar flags and narratives, depending on the status of the case. The following lists the sets of criteria and describes how the program monitors each set:

- ◆ Income withholding orders and payment agreements. For cases with an income provider linked to an IWO (not a lump-sum IWO), ICAR reviews the date in the GEN NOTICE: (Y/N/R/S) field on the IWO screen.

ICAR reviews the case for a date in the GEN CERT OF NONCOM field and a blank in the GEN WITHDRAWAL OF NONCOM field on the LISAN screen when:

- The date in the GEN NOTICE: (Y/N/R/S) field is less than 60 days from the date the payment agreement monitoring program runs, or
- The date in the GEN NOTICE: (Y/N/R/S) field is more than 60 days from the date the payment agreement monitoring program runs, and any of the payor's cases have received MIW/UIB payments within the monitoring month.

When the case meets one of these criteria, ICAR issues:

- A narrative (LISAN54) documenting that an IWO was recently sent or MIW/UIB payments are being received and a sanction is in place.
- A calendar flag (LISAN28) telling you to issue form 470-3275, *Notice of Withdrawal of Certificate of Noncompliance*, because an IWO was recently sent or MIW/UIB payments are being received and a sanction is in place.

When no MIW/UIB payments are received on any of the payor's cases within the monitoring month, ICAR reviews the case for compliance with the payment agreement.

- ◆ Payor **signs** the payment agreement and is **not** in compliance. When the payor signs the payment agreement but misses the previous month's payment, ICAR issues:
  - A narrative (LISAN27) documenting that the payor is not in compliance with the license sanction payment agreement.
  - A calendar flag (LISAN8) informing you that the payor is not in compliance, to review the case, and issue form 470-3274, *Certificate of Noncompliance*, if appropriate.

- ◆ Payor does **not sign** the payment agreement and is **not** in compliance. When the payor does not sign the payment agreement and misses the previous month's payment, ICAR issues:
  - A narrative (LISAN52) documenting that the payor is not in compliance with the unsigned license sanction payment agreement.
  - A calendar flag (LISAN27) informing you that the payor is not in compliance with the unsigned payment agreement, to review the case, and issue the *Certificate of Noncompliance*, if appropriate.
- ◆ Payor **is** in compliance and is currently **sanctioned**. When the payor is in compliance with the payment agreement and the payor is currently sanctioned, ICAR issues:
  - A narrative (LISAN54) documenting that the payor is in compliance with the payment agreement and the payor's licenses are currently sanctioned.
  - A calendar flag (LISAN28) informing you that the payor is in compliance with the payment agreement and telling you to issue the *Notice of Withdrawal of Certificate of Noncompliance* to all appropriate licensing agencies.

**Note:** When the payment agreement has a payment frequency of bi-monthly, quarterly, semi-annual, or annual, ICAR does not determine whether the payor is in compliance with the payment agreement.

Instead, ICAR issues a calendar flag (LISAN30) telling you to review the payment agreement and determine whether the payor is in compliance. The calendar flag also displays the payment frequency.

### **Exempting the Payor From the License Sanction Process**

During the conference, you may determine that the payor qualifies for an exemption from the license sanction process. For information on allowable exemptions and how to verify them, see [EXEMPTION FROM THE LICENSE SANCTION PROCESS](#). Take no further action to initiate a license sanction during the period the payor is exempt.

Depending on the results of the conference, generate form 470-3344, *Results of License Sanction Conference*, to inform the payor that either:

- ◆ The payor is exempt from the license sanction. The form tells the payor when the exemption expires and that the exemption will be reviewed when it expires, or
- ◆ The payor is **not** exempt from the license sanction, and that you will issue form 470-3274, *Certificate of Noncompliance* (if one has not been previously issued), as a result of the conference. The form states which licensing agencies receive the certificate and informs the payor that the licensing agencies will begin steps to sanction the payor's licenses when the agencies receive the certificate.

### **Payor Does Not Attend Conference**

When the payor does not attend the conference, review the case to determine if the payor has paid the support owed. When the payor has paid the support owed, end the license sanction process. See [ENDING THE LICENSE SANCTION PROCESS](#) for more information.

When the payor has not paid the support owed and is not eligible for an exemption, issue form 470-3274, *Certificate of Noncompliance* (if you have not previously issued one), to the appropriate licensing agencies. See [CERTIFICATE OF NONCOMPLIANCE](#) for more information.

July 27, 2007

## **CERTIFICATE OF NONCOMPLIANCE**

**Legal reference:** Iowa Code section 252J.7 and 252J.4(6); 441 IAC 98.105(2) and 98.107(252J)

Form 470-3274, *Certificate of Noncompliance*, is the official notification to the licensing agency to begin steps to suspend, revoke, or deny the issuance or renewal of the payor's licenses. Issue the *Certificate of Noncompliance* when the payor fails to:

- ◆ Either pay the total support owed or request a conference within 30 days from the date you mail or serve form 470-3278, *Official Notice of Potential License Sanction*.
- ◆ Attend a scheduled or rescheduled conference.
- ◆ Provide verification of an exemption (when you cannot verify the exemption on line). See [EXEMPTION FROM THE LICENSE SANCTION PROCESS](#) for more information.
- ◆ Provide form 470-0204, *Financial Statement*, with verification of income at a rescheduled conference.
- ◆ Sign a payment agreement and make the initial payment.
- ◆ Comply with the license sanction payment agreement established during a conference.

1. You send the *Official Notice of Potential License Sanction* to Payor D on March 1, 2007. On March 31, 2007, ICAR issues a calendar flag informing you that Payor D has not responded to the *Official Notice of Potential License Sanction*. Issue the *Certificate of Noncompliance*.
2. Payor E signs a payment agreement on February 15, 2007, with the first ongoing payment due March 1, 2007. On May 14, 2007, ICAR issues a calendar flag informing you that Payor E missed the March payment. Issue the *Certificate of Noncompliance*.

**Note:** Generate the *Certificate of Noncompliance* only when there is not already a *Certificate of Noncompliance* in effect with the licensing agency (a date displays in the CERT OF NONCOM field on the LISAN screen and the GEN WITHDRAWAL OF NONCOM field is blank).

To generate the *Certificate of Noncompliance*, enter the current date in the GEN CERT OF NONCOM field on the LISAN screen. ICAR:

- ◆ Displays the form for you to complete and generate.
- ◆ Issues a narrative (LISAN79) documenting you sent the *Certificate of Noncompliance* to the licensing agency.

- ◆ Issues a status (LISAN9) to the initiating or responding state on interstate cases (the INTERSTATE field on the LISAN screen displays a “Y”) informing the state that Iowa sent the payor a *Certificate of Noncompliance*.
- ◆ Issues a calendar flag (LISAN14) 90 days later reminding you that you sent the *Certificate of Noncompliance* 90 days ago and to review the case.
- ◆ Issues a calendar flag (LISAN20) one year later reminding you to review the case to determine the status of the license sanction.

When you enter the current date in the GEN CERT OF NONCOM field:

- ◆ If the payor has another case referred to Targeted Case Collections (a “V” displays in the HCDREF field on the CASE screen), ICAR:
  - Displays the on-line message “X-REF CASE REFERRED TO HTCD. RECALL HTCD CASE OR PROCESS END LISAN IF APPROPRIATE,” and
  - Does not generate the *Certificate of Noncompliance*.
- ◆ If there is an active interstate referral and the INTERSTA and LISAN screens are not linked (the INTERSTATE field on the LISAN screen is “N” or is blank), ICAR:
  - Displays the on-line message “YOU MUST LINK THE INTERSTATE SCREEN AND LISAN SCREEN BEFORE PROCEEDING,” and
  - Does not generate the *Certificate of Noncompliance*.

This helps ensure that you link the license sanction process to the interstate referral so that ICAR generates the appropriate interstate-related statuses to the other state.

**Note:** ICAR does not allow you to enter a date in the GEN CERT OF NONCOM field when the date in the SRV field is six months or more in the past and there is no signed payment agreement in effect (the SIGNED field is blank). Instead, ICAR issues the online message, “OVER 6 MONTHS SINCE OFFICIAL NOTICE SERVED. NO SIGNED PAY GARMENT. PROCESS END SCREEN.”

The *Certificate of Noncompliance*:

- ◆ Requests the licensing agency begin steps to sanction the payor’s licenses and instructs the licensing agency to provide notice to the payor of the agency’s intent to suspend, revoke, or deny issuance or renewal of the payor’s licenses.
- ◆ Tells the payor that the licensing agency will begin steps to sanction the payor’s licenses when the agency receives the certificate and tells the payor how to challenge the action.

ICAR generates a copy of the *Certificate of Noncompliance* to the payor, as well as to each appropriate licensing agency, as identified by the entries in the DNR LICENSES, DLIC CLASS, VEHICLE REG, and PROFESSIONAL LICENSES fields on the LISAN screen. Send the *Certificate of Noncompliance* to the licensing agency by whatever means the agency requests (e.g., electronically, mail, fax, etc.). Send a copy of each *Certificate of Noncompliance* to the payor by first-class mail.

**Note:** Review the *Official Notice of Potential License Sanction* before sending the *Certificate of Noncompliance*. Do not send a *Certificate of Noncompliance* to any licensing agency not listed on the *Official Notice of Potential License Sanction*.

### **Requirements on the Licensing Agency**

**Legal reference:** Iowa Code section 252J.8

A licensing agency that receives form 470-3274, *Certificate of Noncompliance*, must begin steps to suspend, revoke, or deny the issuance or renewal of the payor's licenses. The licensing agency follows its own rules and procedures in applying a sanction to the payor's licenses, but is required to comply with the license sanction process as contained in Iowa Code Chapter 252J if the agency's rules and procedures conflict with the Unit's license sanction procedures.

Upon receipt of the *Certificate of Noncompliance*, the licensing agency must provide notice to the payor of the agency's intent to suspend, revoke, or deny the issuance or renewal of the payor's licenses. The suspension, revocation, or denial of issuance or renewal of the payor's licenses may be effective no sooner than 30 days after the licensing agency provides notice to the payor.

The licensing agency's notice to the payor must include the following information:

- ◆ The licensing agency intends to suspend, revoke, or deny the issuance or renewal of the payor's licenses because of the receipt of the *Certificate of Noncompliance*.
- ◆ The payor must contact the Unit to schedule a conference to discuss the license sanction or to otherwise obtain a withdrawal of the *Certificate of Noncompliance*.
- ◆ The licensing agency will revoke, suspend, or deny the issuance or renewal of a license no sooner than 30 days following provision of the notice to the payor unless the Unit sends form 470-3275, *Notice of Withdrawal of Certificate of Noncompliance*, to the agency.

- ◆ The licensing agency must comply with the license sanction process even when the agency's rules and procedures conflict with the Unit's license sanction procedures.
- ◆ The payor does **not** have the right to a hearing before the licensing agency to challenge the agency's license sanction actions, but may request a district court hearing in accordance with Iowa Code section 252J.9 within 30 days of receiving the licensing agency's notice. See [DISTRICT COURT HEARING](#) for more information.
- ◆ When the licensing agency receives the *Notice of Withdrawal of Certificate of Noncompliance*, the agency is required to immediately reinstate, renew, or issue a license to the payor when the payor is otherwise in compliance with the agency's licensing requirements.

### **Withdrawal of Certificate of Noncompliance**

**Legal reference:** Iowa Code sections 252J.4(5), 252J.5(3), 252J.6(3), and 252J.9(5); 441 IAC 98.106(252J)

When you have previously issued form 470-3274, *Certificate of Noncompliance*, to a licensing agency, the only way to stop the agency's license sanction process is to issue form 470-3275, *Notice of Withdrawal of Certificate of Noncompliance*, to the licensing agency. Send the *Notice of Withdrawal of Certificate of Noncompliance* when:

- ◆ The payor claims an exemption from license sanction and you verify the exemption on line or through documentation provided by the payor; or
- ◆ You determine that the Unit made a mistake of fact in the payor's identity or in the amount of past-due support the payor owes; or
- ◆ The court determines that the Unit made a mistake of fact in the payor's identity or in the amount of past-due support the payor owes and orders the Unit to issue the *Notice of Withdrawal of Certificate of Noncompliance*; or
- ◆ The payor pays the total support owed; or
- ◆ The payor signs form 470-3273, *License Sanction Payment Agreement*, to pay the past-due support **and** makes the initial payment as required in the payment agreement; or
- ◆ You confirm the receipt of **all** missed payments from a payor who previously entered into a payment agreement with the Unit but did not comply with the agreement; or
- ◆ You sent the *Certificate of Noncompliance* and an IWO is later linked to an income provider, or MIW/UIB payments are received on any of the payor's cases.



1. After receiving a copy of the *Certificate of Noncompliance* you sent to the Department of Commerce to sanction Payor F's architect license, Payor F requests and attends a conference regarding the license sanction. Payor F enters into and signs a payment agreement to pay the support owed and pays the initial payment due under the agreement. Issue the *Notice of Withdrawal of Certificate of Noncompliance*.
2. After receiving a copy of the *Certificate of Noncompliance* you sent to the DOT to sanction Payor G's driver's license, Payor G contacts you to pay the total support owed the following week. You monitor the case for the payment from Payor G. Within four days, Payor G pays the total support owed. Issue the *Notice of Withdrawal of Certificate of Noncompliance*.

**Note:** Do not send the *Notice of Withdrawal of Certificate of Noncompliance* when a lump-sum IWO is linked to an income provider and you are waiting to receive a payment. Review the case for payments. When a lump-sum payment is received, unlink the income provider from the lump-sum IWO and send the *Notice of Withdrawal of Certificate of Noncompliance*, if appropriate.

To generate the *Notice of Withdrawal of Certificate of Noncompliance*, enter the current date in the GEN WITHDRAWAL OF NONCOM field and the appropriate code in the WHY field on the LISAN screen:

BANK	Payor filed for bankruptcy
BIZ	Case balance is zero
CONT	Contempt action began after initiation of the license sanction process
DECD	Payor is deceased
EXMT	Payor qualifies for an exemption
IWO	An income withholding order (IWO) is established for the payor
MOF	A mistake of fact was made
NOL	Payor did not match with any licenses in the most recent data-match
PAY	Payor signed or is complying with a license sanction payment agreement
REG	No signed license sanction payment
RTN	The <i>Official Notice of Potential License Sanction</i> was returned as undeliverable
OTH	Other reason than those listed

ICAR:

- ◆ Displays the *Notice of Withdrawal of Certificate of Noncompliance* for you to complete and generate.
- ◆ Issues a narrative (LISAN78) for each licensing agency that receives the withdrawal, documenting the date the *Certificate of Noncompliance* is withdrawn, displaying the reason in the narrative for the withdrawal, and requiring you to enter additional information for the reason for the withdrawal.
- ◆ Issues a status (LISAN10) to the initiating or responding state on interstate cases (the INTERSTATE field on the LISAN screen displays a “Y”) informing the state that Iowa has withdrawn the license sanction action.

ICAR displays the online message, “YOU MUST LINK THE INTERSTATE SCREEN AND LISAN SCREEN BEFORE PROCEEDING,” and does not generate the *Notice of Withdrawal on Certificate of Noncompliance* when:

- ◆ You enter the current date in the GEN WITHDRAWAL OF NONCOM field,
- ◆ There is an active interstate referral, and
- ◆ The INTERSTA and LISAN screens are not linked.

This helps ensure that you link the license sanction process to the interstate referral so that ICAR generates the appropriate interstate-related statuses to the other state.

The *Notice of Withdrawal of Certificate of Noncompliance*:

- ◆ Tells the licensing agency that the *Certificate of Noncompliance* is withdrawn and states the reason for the withdrawal.
- ◆ Directs the licensing agency to end all steps to sanction the payor’s licenses and to immediately reinstate, renew or issue the licenses when the payor is otherwise in compliance with the agency’s licensing requirements.

ICAR generates a copy of the *Withdrawal of Certificate of Noncompliance* for each applicable licensing agency, as identified by the entries in the DNR LICENSES, DLIC CLASS, VEHICLE REG, and PROFESSIONAL LICENSES fields on the LISAN screen.

Send the *Notice of Withdrawal of Certificate of Noncompliance* to the licensing agency by whatever means the licensing agency requests (e.g., electronic, mail, fax, etc.). Send a copy of each notice to the payor by first-class mail.

## **DISTRICT COURT HEARING**

**Legal reference:** Iowa Code section 252J.6(2)(d), 252J.6(3) and 252J.9

When the payor cannot resolve the license sanction action with you administratively, the payor may request a district court hearing regarding the license sanction only in the following circumstances:

- ◆ The payor receives a written decision regarding a conference, form 470-3344, *Results of License Sanction Conference*, which includes the issuance of form 470-3274, *Certificate of Noncompliance*. (See [RESULTS OF LICENSE SANCTION CONFERENCE](#).)
- ◆ The payor receives notice from the licensing agency that the agency intends to begin steps to sanction the payor's licenses.

The payor may respond to form 470-3278, *Official Notice of Potential License Sanction*, which is the payor's first official notice regarding the license sanction, by retaining an attorney to handle the matter. When the payor's attorney requests a district court hearing rather than first attempting to resolve the matter administratively, refer the case to your office attorney to file a resistance to the payor's application for a district court hearing.

When the payor challenges the license sanction at the district court level, the court hearing is limited to the issue of the license sanction proceedings. The payor may not include any other issues regarding the payor's support case, such as visitation or custody, in a license sanction hearing.

The court has the authority to review only the following issues in a hearing about the initiation of license sanctions against a payor:

- ◆ A mistake of fact in the payor's identity.
- ◆ A mistake of fact in amount of past-due support the payor owes.
- ◆ An error in issuing the *Certificate of Noncompliance*.
- ◆ An error in not withdrawing the *Certificate of Noncompliance*.

**Note:** Iowa law specifically prohibits the court from modifying a support order in a hearing about license sanctions.

### **Payor Applies for a District Court Hearing**

**Legal reference:** Iowa Code section 252J.9(1)

To request a district court hearing, the payor is required to:

- ◆ File a written application for a hearing to challenge the issuance of form 470-3274, *Certificate of Noncompliance*. The application must:
  - Be filed with the clerk of court before the district court in the county in which the existing support order is filed.
  - Be filed no later than 30 days after receiving the licensing agency's notice of the agency's intent to begin steps to sanction the payor's licenses.
- ◆ Send a copy of the application for a hearing to you within 30 days after receiving the *Certificate of Noncompliance* or the licensing agency's notice of the agency's intent to begin steps to sanction the payor's licenses.

The payor may retain an attorney at the payor's own expense to represent the payor at the hearing.

To record information about the district court hearing request, enter the date the payor filed the application for a hearing in the PAYOR FILED APPLICATION FOR HEARING field on the LISAN2 screen. ICAR:

- ◆ Issues a narrative (LISAN21) documenting the date the payor filed the application for the hearing.
- ◆ Issues a calendar flag (LISAN4) 30 days later reminding you that the payor filed an application for a hearing 30 days ago and to verify the hearing date.

### **Responsibilities of the Clerk of Court**

**Legal reference:** Iowa Code section 252J.9(1)

When the clerk of court receives the payor's written application for a district court hearing regarding the license sanction, the clerk is required to:

- ◆ Schedule and hold the hearing within 30 days of the date the payor filed the application.
- ◆ Mail a copy of the order scheduling the hearing to the payor, to the Unit, and to the affected licensing agencies.

**Note:** The clerk of court may not have the necessary information for sending the order scheduling the hearing to the applicable licensing agencies. You may need to contact the clerk of court and provide this information. See [Responsibilities of the Unit](#) for more information.

### **Responsibilities of the Licensing Agency**

**Legal reference:** Iowa Code section 252J.9(1)

When a licensing agency receives from the clerk of court a copy of an order scheduling a district court hearing, the agency must:

- ◆ Temporarily “stay” the license sanction action pending the outcome of the hearing; and
- ◆ Send the court before the hearing a certified copy of the agency’s notice to the payor of the agency’s intent to begin steps to sanction the payor’s licenses.

### **Responsibilities of the Unit**

**Legal reference:** Iowa Code section 252J.9(1)

When you receive a copy of the order scheduling the license sanction hearing from the clerk of court:

- ◆ Contact the clerk of court and provide the clerk with the names of the licensing agencies involved in the license sanction action. This ensures the licensing agencies receive the order scheduling the hearing.
- ◆ Enter the hearing date and time in the COURT HEARING SET field on the LISAN2 screen. ICAR issues:
  - A narrative (LISAN23) documenting the date and time of the hearing.
  - A status (LISAN12) to the initiating or responding state on interstate cases (the interstate field on the LISAN screen displays a “Y”) informing the state that the payor requested a district court hearing and documenting the date and time of the hearing.
  - A calendar flag (LISAN5) five days before the hearing reminding you of the hearing date and time.

**Note:** If you enter a date in the COURT HEARING SET field when there is an active interstate referral but the INTERSTA and LISAN screens are not linked (the INTERSTATE field on the LISAN screen is “N” or is blank), ICAR:

- Displays the on-line message, “YOU MUST LINK THE INTERSTATE SCREEN AND LISAN SCREEN BEFORE PROCEEDING,” and
- Does not allow you to update the COURT HEARING SET field.

This helps ensure that you link the license sanction process to the interstate referral so that ICAR generates the appropriate interstate-related statuses to the other state.

- ◆ File the following documents with the court before the hearing:
  - A copy of form 470-3344, *Results of License Sanction Conference*.
  - A copy of form 470-3274, *Certificate of Noncompliance*.
  - All other pertinent documents relating to the license sanction.

To certify these forms to the court, enter the current date in the DOCUMENTS CERTIFIED TO COURT field on the LISAN2 screen. ICAR:

- ◆ Displays form 470-3393, *Certification of License Sanction Action to District Court and Request for Hearing*, for you to complete and generate.
- ◆ Issues a narrative (LISAN22) documenting the date the license sanction documents are certified to the court.

File the applicable documents along with the *Certification of License Sanction Action to District Court and Request for Hearing* with the clerk of court.

When the payor has previously entered into a license sanction payment agreement, the court may decide to alter the previously established license sanction payment agreement. Present the court a copy of form 470-3347, *Order Determining Payments for the Limited Purpose of License Sanction*, at the time of the hearing. To generate this form:

- ◆ Enter “470-3347” in the FORM NUMBER field on the FORMVIEW screen and press the F5 key.
- ◆ Press the F6 key to access the Online Form Generation (FORMGEN) screen to generate a blank copy of the form.
- ◆ Enter the ICAR case number in the CASE NUMBER field and press the F9 key to generate the form.

The judge may accept a blank form or may require you to complete the form before presenting it in court.

The Unit must comply with the decision of the court regarding the license sanction process. For example, if the court finds the Unit in error of either issuing the *Certificate of Noncompliance* or failing to withdraw the *Certificate of Noncompliance*, issue form 470-3275, *Notice of Withdrawal of License Sanction*. See [Results of the District Court Hearing](#) for more information.

### **Results of the District Court Hearing**

To record whether the district court hearing was held, not held, or rescheduled, enter one of the following codes in the COURT HEARING HELD (Y/N/R) field on the LISAN2 screen:

- ♦ A “Y” when the hearing is held. ICAR issues:
  - A narrative (LISAN24) documenting the hearing was held and requires you to enter the results of the hearing.
  - A status (LISAN13) to the initiating or responding state on interstate cases (the INTERSTATE field on the LISAN screen displays a “Y”) informing the state that the hearing was held and requires you to enter the results of the hearing.
  - A calendar flag (LISAN6) reminding you the hearing was held and to review the case for the appropriate action.
- ♦ An “N” when the hearing is not held. ICAR issues:
  - A narrative (LISAN25) documenting the hearing was not held and requires you to enter the reason the hearing was not held.
  - A status (LISAN14) to the initiating or responding state on interstate cases (the INTERSTATE field on the LISAN screen displays a “Y”) informing the state that the hearing was not held and requires you to enter the reason the hearing was not held.

When the payor fails to appear at the scheduled hearing, and the hearing is not rescheduled, contact the appropriate licensing agencies to lift the “stay” and proceed with the license sanction.

- ◆ An “R” when the hearing is rescheduled. ICAR:
  - Requires you to enter the date and time of the rescheduled hearing in the COURT HEARING SET FIELD.
  - Issues a narrative (LISAN26) documenting the hearing is rescheduled and requires you to enter the reason the hearing is rescheduled.
  - Issues a calendar flag (LISAN7) reminding you that the hearing is rescheduled.
  - Issues a narrative (LISAN23) documenting the date and time of the rescheduled hearing.
  - Issues a status (LISAN15) to the initiating or responding state on interstate cases (the INTERSTATE field on the LISAN screen displays a “Y”) informing the state that the hearing is rescheduled and documenting the date and time of the rescheduled hearing.
  - Issues a calendar flag (LISAN5) five days before the rescheduled hearing date reminding you to review the case.

As a result of the district court hearing, the court may:

- ◆ Uphold the license sanction against the payor.
- ◆ Order the Unit to end the license sanction against the payor. You must end the license sanction if the court decides one of the following is true:
  - Identity of the payor is incorrect.
  - Amount of the past-due support is incorrect.
  - Unit mistakenly issued form 470-3274, *Certificate of Noncompliance*.
  - Unit mistakenly failed to withdraw the *Certificate of Noncompliance*.
  - Payor qualifies for an exemption from license sanction.
- ◆ Order the Unit to recalculate the amount of the past-due support. After you recalculate the past-due support, take the appropriate action. When the payor:
  - Owes three months worth of support or more, the *Certificate of Noncompliance* remains in effect with the appropriate licensing agencies.
  - Does not owe at least three months worth of support, end the license sanction.
  - Has a verified income provider and there is no existing IWO, begin steps to initiate an IWO on the case.



- ◆ Alter a payment agreement that the Unit previously established with the payor. In this instance you:
  - Modify the existing payment agreement to reflect the court's decision. See [Establishing a Payment Agreement](#) for more information.
  - Monitor the payor's compliance with the revised payment agreement.

## **ENDING THE LICENSE SANCTION PROCESS**

**Legal reference:** Iowa Code section 252J; 441 IAC 98.107

At different times in the license sanction process, you may determine that you can no longer pursue a license sanction against the payor. When the case no longer meets license sanction criteria, end the license sanction on the case.

To end the license sanction process, make the following entries on the LISAN screen:

- ◆ Enter the current date in the PROCESS ENDED field. When you enter a date in this field, ICAR requires you to enter the applicable code in the WHY field. You may not enter a date in the PROCESS ENDED field when a date displays in the GEN CERT OF NONCOM field and the GEN WITHDRAWAL OF NONCOM field is blank.

Issue form 470-3275, *Notice of Withdrawal of Certificate of Noncompliance*, before processing the LISAN screen. (See [Withdrawal of Certificate of Noncompliance](#).)

- ◆ Enter the reason for ending the license sanction process in the WHY field. Valid entries are:

BANK	Payor filed for bankruptcy
BIZ	Case balance is zero
CONT	Contempt action began after initiation of the license sanction process
DECD	Payor is deceased
IWO	An income withholding order (IWO) is established for the payor
LOC	No location for the payor
MOF	A mistake of fact was made
NOL	Payor did not match with any licenses in the most recent data-match
SSA	Payor receiving Social Security Annuity or Retirement Benefits
SSD	Payor receiving Social Security Disability benefits
SSI	Payor receiving Supplemental Security Income
OTH	Other reason than those listed above

When you end the license sanction process, ICAR issues a narrative (LISAN56) stating the license sanction process is ended, displays the reason in the narrative for the ending the process, and requires you to enter additional information for the reason you ended the license sanction process.

**Notes:**

1. When the license sanction process is connected to the interstate process, you must enter an “N” over the existing “Y” in the INTERSTATE field on the LISAN screen before process-ending the LISAN screen.
2. When the FEDBEN screen does not indicate the payor receives benefits and you verify that the payor is receiving SSR, SSD, SSIR, SSIB, or SSID benefits, enter a “Y” in the appropriate field on the FEDBEN screen for the payor and process-end the LISAN screen by entering the appropriate reason code (“SSA,” “SSD” or “SSI”) in the WHY field. This prevents ICAR from reselecting the case for license sanction.

When the FEDBEN screen does not indicate the payor no longer receives benefits and you verify that the payor no longer receives SSR, SSD, SSIR, SSIB, or SSID benefits, remove the code from the appropriate field on the FEDBEN screen for the payor. ICAR again reviews the case for license sanction.

Once you process-end the LISAN screen, the screen is protected and cannot be updated. ICAR must again select the case for license sanction and create a new LISAN screen before you may initiate a new license sanction action on the case. See [CASE SELECTION](#) for more information.

ICAR deletes process-ended LISAN screens when the date in the process-ended field is three months in the past. ICAR issues a narrative (LISAN51) documenting it deleted the LISAN screen and the date the LISAN screen was process-ended.

## NARRATIVES

July 27, 2007

Iowa Department of Human Services  
**Title 11** Enforcement and Distribution  
**Chapter G** License Sanction

## NARRATIVES

Process: **LISAN**      Number: **1**

Text: Interstate screen linked to LISAN screen. (two-letter state code) is the (initiating or responding) state.

Screen:	Field:	Entry:	Flag:	Status:
LISAN	INTERSTATE	Y		

Process: **LISAN**      Number: **2**

Text: Notice of potential license sanction sent to obligor on (date) for the following licensing agencies: (licensing agency names).

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN NOTICE	Valid date	18, 44	

Process: **LISAN**      Number: **3**

Text: LISAN conference with payor was held (date).

Screen:	Field:	Entry:	Flag:	Status:
LISAN	CONF HELD (Y/N/R)	Y		

Process: **LISAN**      Number: **4**

Text: LISAN conference with payor was not held as scheduled. Reason conference not held: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	CONF HELD (Y/N/R)	N		

Process: **LISAN**      Number: **5**

Text: LISAN conference with payor was rescheduled to be held (date) at (time HH:MM, A or P) M. Reason conference rescheduled: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	CONF HELD (Y/N/R)	R		

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---

Process: **LISAN**      Number: **6**

Text: LISAN payment agreement signed (date). Payments start (date) at \$ (\$ amount) per (payment frequency) through the following method: (payment method).

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN PAY AGREEMNT	Y	19, 21	8
	SIGNED	Valid date		
	PYMT AMOUNT	Valid \$ amount		
	PER	Valid frequency code		
	PYMT METHOD	REG or OTH		
	START	Valid date		

---

Process: **LISAN**      Number: **7**

Text: An additional license or registration has been found for this payor.

Screen:	Field:	Entry:	Flag:	Status:
LISAN	BATCH			

---

Process: **LISAN**      Number: **8**

Text: A previously identified license or registration has been removed from the LISAN screen. The payor no longer holds the following license or registration: (license code)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	BATCH			

---

Process: **LISAN**      Number: **9**

Text: The LISAN screen has been released for processing.

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SEL	Y	12, 22	

---

Process: **LISAN**      Number: **10**      **(Issued only on cases before March 2003)**

Text: A stay has been issued effective (date). (Licensing agency name) has been notified that the proceedings to impose a license sanction are stayed. Reason stay issued: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	STAY ISSUED	Valid date	9	
	(Field removed from LISAN screen)			

---

Process: **LISAN**      Number: **11**      **(Issued only on cases before November 2005. LISAN79 now issues instead.)**

Text: LISAN Certificate of Noncompliance sent (date) to: (licensing agency name)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN CERT OF NONCOM	Valid date	9, 14, 20	9

---

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Process: **LISAN**      Number: **12**    (**Issued only on cases before March 2003**)

Text: The stay has been lifted effective (date). (Licensing agency name) has been notified that the stay of proceedings to impose license sanction has been lifted. Reason stay lifted: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	STAY LIFTED (Field removed from LISAN screen)	Valid date	9	

---

Process: **LISAN**      Number: **13**    (**Issued only on cases before November 2005. LISAN78 now issues instead.**)

Text: LISAN Certificate of Noncompliance has been withdrawn (date). (Licensing agency name) has been notified that the Certificate of Noncompliance has been withdrawn. Reason for withdrawal: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN WITHDRAWAL OF NONCOM WHY	Valid date  Valid withdrawal code	9	10

---

Process: **LISAN**      Number: **14**    (**Issued only on cases before November 2004. LISAN56 now issues instead.**)

Text: LISAN process ended (date). Process ended reason: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	PROCESS ENDED WHY	Valid date Valid process-end code	21, 23	

---

Process: **LISAN**      Number: **15**

Text: A valid exemption from license sanction has been entered for the payor on this case. Valid exemption reason: (variable determined by worker-entered exemption code)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	VALID EXEMPTION EXPIRES EXEMPTION CODE	Y and valid date Valid date Valid exemption code	2, 21	

---

Process: **LISAN**      Number: **16**

Text: Status sent to payee.

Screen:	Field:	Entry:	Flag:	Status:
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Process: **LISAN**      Number: **17**

Text: Status sent to payor.

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

---

Process: **LISAN**      Number: **18**

Text: Status not sent to payee. No valid address.

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

---

Process: **LISAN**      Number: **19**

Text: Status not sent to payor. No valid address.

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

---

Process: **LISAN**      Number: **20**

Text: Status sent to the state of (two-letter initiating state code).

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

---

Process: **LISAN**      Number: **21**

Text: The payor filed an application for a court hearing regarding license sanction on (date).

Screen:	Field:	Entry:	Flag:	Status:
LISAN2	PAYOR FILED APPLICATION FOR HEARING	Valid date	4	

---

Process: **LISAN**      Number: **22**

Text: Per obligor's request for a court hearing, the LISAN documents have been certified to court.

Screen:	Field:	Entry:	Flag:	Status:
LISAN2	DOCUMENTS CERTIFIED TO COURT	Valid date		

---

Process: **LISAN**      Number: **23**

Text: License sanction court hearing set to be held (date) at (time HH:MM, A or P) M.

Screen:	Field:	Entry:	Flag:	Status:
LISAN2	COURT HEARING SET	Valid date	5	12

---

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Process: **LISAN** Number: **24**

Text: LISAN court hearing held (date). The results are: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	COURT HEARING HELD	Y and valid date	6	13

Process: **LISAN** Number: **25**

Text: LISAN court hearing not held. Reason hearing not held: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN2	COURT HEARING HELD	N and valid date		14

Process: **LISAN** Number: **26**

Text: LISAN court hearing was rescheduled for (date) at (time HH:MM, A or P) M. Reason hearing rescheduled: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN2	COURT HEARING HELD	R and valid date	7	15

Process: **LISAN** Number: **27**

Text: LISAN monitoring has found that the payor is not in compliance with the license sanction payment agreement.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH		8	

Process: **LISAN** Number: **28** (**Issued only on cases before March 2002**)

Text: LISAN status update sent to (two-letter initiating state code, date). A court hearing has been scheduled or held for the LISAN process.

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

Process: **LISAN** Number: **29**

Text: LISAN conference with payor to be held (date) at (time HH:MM, A or P) M.

Screen:	Field:	Entry:	Flag:	Status:
LISAN	CONF SCHEDULED	Valid date	10	

Process: **LISAN** Number: **30** (**No longer issued**)

Text: Payor's written request for LISAN conference received (date).

Screen:	Field:	Entry:	Flag:	Status:
LISAN	CONF REQUESTED	Valid date	10	

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---

Process: **LISAN**      Number: **31**    (**Issued only on cases before November 2005**)

Text: (Blank narrative for worker-entered text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	NARRATIVE (Field removed from LISAN screen)	Y		

---

Process: **LISAN**      Number: **32**

Text: A valid exemption from license sanction has been removed for the payor on this case.

Reason exemption removed: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	VALID EXEMPTION	Entry removed	13	
	EXPIRES	Entry removed		
	EXEMPTION CODE	Entry removed		

---

Process: **LISAN**      Number: **33**

Text: The obligor is represented by an attorney for the LISAN process.

Screen:	Field:	Entry:	Flag:	Status:
LISAN	CC RP ATTY (Y/N)	Y		

---

Process: **LISAN**      Number: **34**

Text: The obligee is represented by an attorney for the LISAN process.

Screen:	Field:	Entry:	Flag:	Status:
LISAN	CC CP ATTY (Y/N)	Y		

---

Process: **LISAN**      Number: **35**

Text: The obligee is no longer represented by an attorney for the LISAN process.

Screen:	Field:	Entry:	Flag:	Status:
LISAN	CC CP ATTY (Y/N)	N (if previously Y)		

---

Process: **LISAN**      Number: **36**

Text: The obligor is no longer represented by an attorney for the LISAN process.

Screen:	Field:	Entry:	Flag:	Status:
LISAN	CC RP ATTY (Y/N)	N (if previously Y)		

---



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Process: **LISAN**      Number: **37**    **(No longer issued)**

Text: LISAN record deleted. The payor on this case no longer holds the previously identified license(s).

Screen:	Field:	Entry:	Flag:	Status:
---------	--------	--------	-------	---------

---

Process: **LISAN**      Number: **38**    **(Issued only on cases before November 2004. LISAN58 now issues instead.)**

Text: Case not selected for LISAN because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SEL	N	24	

---

Process: **LISAN**      Number: **39**    **(Issued only on cases before July 2004)**

Text: (Blank narrative)

Screen:	Field:	Entry:	Flag:	Status:
			16, 17	

---

Process: **LISAN**      Number: **40**    **(Issued only on cases before July 2004)**

Text: (Blank narrative to issue calendar flags LISAN 16 and LISAN 17)

Screen:	Field:	Entry:	Flag:	Status:
			16, 17	

---

Process: **LISAN**      Number: **41**

Text: Notice of Potential License Sanction served upon obligor. Date of service: (date). Method of service: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SRV	Y and valid date	3	

---

Process: **LISAN**      Number: **42**

Text: LISAN Conference Requested (date).

Screen:	Field:	Entry:	Flag:	Status:
LISAN	CONF REQUESTED	Valid date	10	

---

Process: **LISAN**      Number: **43**

Text: LISAN exemption reviewed. Expiration date changed from (date) to (date) because (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	EXPIRES	Entry changed	26	

---

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---

Process: **LISAN**      Number: **44**    (**Issued only on cases before July 2002. LISAN41 now issues instead.**)

Text: Notice of Potential License Sanction served upon obligor. Date of service: (date)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SRV (Formerly SERVED)	Valid date		

---

Process: **LISAN**      Number: **45**    (**Issued only on cases before November 2005**)

Text: Notice for Potential License Sanction regenerated (date). Reason: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN NOTICE	Entry changed		

---

Process: **LISAN**      Number: **46**    (**Issued only on cases before November 2004. LISAN57 now issues instead.**)

Text: Case has met LISAN criteria. New LISAN screen created.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH			

---

Process: **LISAN**      Number: **47**

Text: Form 470-3986, Informational Notice of Potential Sanction of Your Motor Vehicle Registration, sent to obligor for license sanction mass-mailing.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH			

---

Process: **LISAN**      Number: **48**

Text: Form 470-4031, Motor Vehicle Registration Sanction, sent to obligor.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH			

---

Process: **LISAN**      Number: **49**

Text: Form 470-4031, Motor Vehicle Registration Sanction, not sent to obligor for this case. No address could be verified.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH			

---

Process: **LISAN**      Number: **50**

Text: Form 470-4031, Motor Vehicle Registration Sanction, dated 10/21/2003, re-sent to obligor 11/14/2003 by first-class mail. Signed return receipt card from previous certified letter not returned.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH			

---

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**Process: LISAN      Number: 51****Text:** Previous LISAN screen deleted. Screen process-ended on (date).

Screen:	Field:	Entry:	Flag:	Status:
LISAN	BATCH			

---

**Process: LISAN      Number: 52****Text:** LISAN monitoring determined the license sanction payment agreement is not signed. No IWO payments received -or- the obligor is not remitting payments per the payment agreement amount.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH		27	

---

**Process: LISAN      Number: 53****Text:** LISAN exemption reviewed. Exemption code changed from (previous code) to (new code) because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	EXEMPTION CODE	Entry changed		

---

**Process: LISAN      Number: 54****Text:** LISAN Certificate of Noncompliance previously issued (date). IWO recently sent -or- MIW/UIB payments recently received on one of obligor's cases -or- obligor is currently in compliance with LISAN payment agreement. Withdrawal of Certificate of Noncompliance will be issued if appropriate.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH		28	

---

**Process: LISAN      Number: 55****Text:** LISAN conference held (code) indicator and date (date) deleted because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	CONF HELD (Y/N/R)	Entry removed		

---

**Process: LISAN      Number: 56****Text:** LISAN process ended (date). Process ended reason: (WHY field entry) (system-entered process-end reason text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	PROCESS ENDED	Valid date	21, 23	
	WHY	Valid process-end code		

---

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Process: **LISAN**      Number: **57**

Text: Case meets LISAN criteria. New LISAN screen created for the following licenses:  
(license codes)

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH			

---

Process: **LISAN**      Number: **58**

Text: LISAN screen selected with “N” because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SEL	N	24	

---

Process: **LISAN**      Number: **59**

Text: LISAN screen SELECTED field changed from “N” to “Y” because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SEL	Changed from “N” to “Y”	12, 22	

---

Process: **LISAN**      Number: **60**

Text: LISAN screen SELECTED field changed from “Y” to “N” because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SEL	Changed from “Y” to “N”	24	

---

Process: **LISAN**      Number: **61**

Text: LISAN payment agreement generated for \$ (\$ amount) (payment frequency) by (payment method) method beginning (date).

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN PAY AGREEMNT	Y	40	
	PYMT AMOUNT	Valid \$ amount		
	PER	Valid frequency code		
	PYMT METHOD	REG or OTH		
	START	Valid date		

---

Process: **LISAN**      Number: **62**

Text: LISAN payment agreement signed date changed from (previous date) to (new date).

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SIGNED	Entry changed	19	

---

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Process: **LISAN**      Number: **63**

Text: LISAN payment agreement changed to \$ (new \$ amount) (new payment frequency) by (new payment method) method beginning (new date).

Screen:	Field:	Entry:	Flag:	Status:
LISAN	PYMT AMOUNT	Entry changed		

---

Process: **LISAN**      Number: **64**

Text: LISAN payment agreement for \$ (\$ amount) (payment frequency) by (payment method) method beginning (date) regenerated because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN PAY AGREEMNT	R		

---

Process: **LISAN**      Number: **65**

Text: LISAN payment agreement not generated because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN PAY AGREEMENT	N		

---

Process: **LISAN**      Number: **66**

Text: LISAN payment agreement for \$ (\$ amount) (payment frequency) by (payment method) method beginning (date) removed from LISAN screen because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN PAY AGREEMNT	Entry removed	38	
	SIGNED	Entry removed		
	PYMT AMOUNT	Entry removed		
	PYMT METHOD	Entry removed		
	PER	Entry removed		
	START	Entry removed		

---

Process: **LISAN**      Number: **67**

Text: Case has an active LISAN screen and no SSN exists on the PAYOR screen.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH		37	

---

Process: **LISAN**      Number: **68**

Text: Notice of Potential License Sanction served over 4 months ago. No signed payment agreement. No sanction in place. Worker to review case.

Screen:	Field:	Entry:	Flag:	Status:
BATCH	BATCH		41	

---

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---

Process: **LISAN**      Number: **69**

Text: LISAN payment agreement signed date (date) removed because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SIGNED	Entry removed		

---

Process: **LISAN**      Number: **70**

Text: Blank narrative that issues with narrative LISAN 63 for the purpose of issuing calendar flag LISAN 39 when there is a signed payment agreement and the 'START' date is modified.

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SIGNED	Valid pre-existing date	39	
	START	Entry changed		

---

Process: **LISAN**      Number: **71**

Text: Notice of Potential License Sanction returned. Reason for return: (RTN field code)  
(system-completed text)  
(worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SRV	N	42	
	RTN	Valid return reason code		

---

Process: **LISAN**      Number: **72**

Text: Notice of Potential License Sanction served upon obligor. Date of service: (date). Method of service: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SRV	Y and valid date	43	

---

Process: **LISAN**      Number: **73**

Text: Blank narrative that issues with narrative LISAN 63 for the purpose of issuing calendar flag LISAN 40 when there is an unsigned payment agreement and the 'START' date is modified.

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SIGNED	Blank	40	
	START	Entry changed		

---

Process: **LISAN**      Number: **74**

Text: Notice of Potential License Sanction sent to obligor 30 days ago. Notice not returned as undeliverable. LISAN screen 'SRV' field updated with a "Y".

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN NOTICE	M and valid date		

---

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Process: **LISAN**      Number: **75**

Text: Notice of Potential License Sanction sent for service upon obligor on (date) for the following licensing agencies: (licensing agency names)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN NOTICE	P	18, 45	

---

Process: **LISAN**      Number: **76**

Text: LISAN screen 'SRV' field updated with a "Y" because: (worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN NOTICE	M		
	SRV	Y		

---

Process: **LISAN**      Number: **77**

Text: LISAN screen 'SRV' field changed from "Y" to "N".

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SRV	N (if previously Y)		

---

Process: **LISAN**      Number: **78**

Text: LISAN Certificate of Noncompliance withdrawn (date) for the following licensing agencies: (licensing agency names)      Reason for withdrawal: (system-completed text)  
(worker-completed text)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN WITHDRAWAL OF NONCOM WHY	Valid date  Valid withdrawal reason code	9	10

---

Process: **LISAN**      Number: **79**

Text: LISAN Certificate of Noncompliance sent (date) to the following licensing agencies: (licensing agency names)

Screen:	Field:	Entry:	Flag:	Status:
LISAN	GEN CERT OF NONCOM	Valid date	9, 14, 20	9

---

Process: **LISAN**      Number: **80**

Text: Blank narrative to issue calendar flag LISAN 39 when the payment agreement is signed.

Screen:	Field:	Entry:	Flag:	Status:
LISAN	SIGNED	Valid date	39	

---

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**CALENDAR FLAGS**

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Process: **LISAN**      Number: **1**    **(No longer issued)**

Text: This flag is not used.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN				

---

Process: **LISAN**      Number: **2**

Text: Review the LISAN exemption. Update exemption if it continues. If exemption will not continue, delete exemption information and take next action. Exemption for LISAN expires on: (date).

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	VALID EXEMPTION	Y and valid date	15	
	EXPIRES	Valid date		
	EXEMPTION CODE	Valid exemption code		

---

Process: **LISAN**      Number: **3**    **(Issued only on cases before November 2005. LISAN43 now issues instead.)**

Text: Notice for Potential License Sanction sent to obligor more than 20 days ago. Obligor's time to request conference has expired. Generate Certificate of Noncompliance.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN NOTICE	Valid date	41	

---

Process: **LISAN**      Number: **4**

Text: The payor applied for a court hearing 30 days ago. Review LISAN and verify court hearing date.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN2	PAYOR FILED	Valid date	21	
	APPLICATION FOR			
	HEARING			

---

Process: **LISAN**      Number: **5**

Text: Review case for appropriate action. LISAN court hearing set to be held: (date)

Screen:	Field:	Entry:	Narrative:	Status:
LISAN2	COURT HEARING SET	Valid date	23	12

---

Process: **LISAN**      Number: **6**

Text: Review case for appropriate action. LISAN court hearing held: (date)

Screen:	Field:	Entry:	Narrative:	Status:
LISAN2	COURT HEARING HELD	Y and valid date	24	

---



**CALENDAR FLAGS**

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Process: **LISAN**      Number: **7**

Text: LISAN court hearing was rescheduled for: (date)

Screen:	Field:	Entry:	Narrative:	Status:
LISAN2	COURT HEARING HELD	R and valid date	26	

---

Process: **LISAN**      Number: **8**

Text: LISAN monitoring has found that the payor is not in compliance with the LISAN payment agreement. Review LISAN and, if appropriate, send Certificate of Noncompliance to licensing agencies.

Screen:	Field:	Entry:	Narrative:	Status:
BATCH	BATCH		27	

---

Process: **LISAN**      Number: **9**

Text: Blank to delete all previous calendar flags when Cert of Noncom or Withdrawal of Noncom sent to licensing agency.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN CERT OF NONCOM, or	Valid date	10, 11, 12,	
	GEN WITHDRAWAL OF	Valid date	13, 78, 79	
	NONCOM, and			
	WHY	Valid withdrawal code		

---

Process: **LISAN**      Number: **10**

Text: LISAN conf requested or scheduled. (Blank calendar to delete LISAN cals 1, 3, 34, 43, 44)

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	CONF REQUESTED, or	Valid date	29, 30, 42	
	CONF SCHEDULED	Valid date		

---

Process: **LISAN**      Number: **11 (No longer issued)**

Text: LISAN match with licensing agencies found no licenses for the obligor. Review LISAN and end the LISAN process.

Screen:	Field:	Entry:	Narrative:	Status:
BATCH	BATCH			

---

Process: **LISAN**      Number: **12**

Text: The LISAN screen has been released for pursuit of license sanction. Verify that the payor meets LISAN selection criteria prior to generating the Notice for Potential License Sanction.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	SEL	Y	9, 59	

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Process: **LISAN**      Number: **13**

Text: Exemption removed. Dummy flag to delete LISAN 2 and 26.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	VALID EXEMPTION	Entry removed	32	
	EXPIRES	Entry removed		
	EXEMPTION CODE	Entry removed		

---

Process: **LISAN**      Number: **14**

Text: LISAN Certificate of Noncompliance sent to licensing agency or agencies 90 days ago. Review the case for further enforcement.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN CERT OF NONCOM	Valid date	11, 79	

---

Process: **LISAN**      Number: **15**      **(Issued only on cases before July 2004)**

Text: This flag is not used.

Screen:	Field:	Entry:	Narrative:	Status:
---------	--------	--------	------------	---------

---

Process: **LISAN**      Number: **16**      **(Issued only on cases before July 2004)**

Text: IWO has been initiated and there is an active LISAN screen. Review LISAN and send Withdrawal of Noncompliance if there is a sanction in place.

Screen:	Field:	Entry:	Narrative:	Status:
BATCH	BATCH		39, 40	

---

Process: **LISAN**      Number: **17**      **(Issued only on cases before July 2004)**

Text: IWO initiated 60 days ago and there is an active LISAN screen. Review LISAN and send Withdrawal of Noncompliance if sanction in place.

Screen:	Field:	Entry:	Narrative:	Status:
BATCH	BATCH		39, 40	

---

Process: **LISAN**      Number: **18**

Text: Created to delete calendars LISAN 1, 11, 12 & 22 when the Official Notice of Potential License Sanction is sent.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN NOTICE	Valid date	2, 75	

---

**CALENDAR FLAGS**

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Process: **LISAN**      Number: **19**

Text: LISAN payment agreement signed one year ago. Review to determine status of LISAN.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN PAY AGREEMNT SIGNED PYMT AMOUNT PER PYMT METHOD START	Y Valid date Valid \$ amount Valid frequency code REG or OTH Valid date	6, 62	

Process: **LISAN**      Number: **20**

Text: LISAN Certificate of Noncompliance issued one year ago. Review to determine status of LISAN.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN CERT OF NONCOM	Valid date	11, 20	

Process: **LISAN**      Number: **21**

Text: Blank calendar flag to delete calendar flags 3, 20, 34, 40 &amp; 41 when a payment agreement is established, an exemption is proven or the LISAN screen is process ended.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN PAY AGREEMNT SIGNED, PYMT AMOUNT, PER, PYMT METHOD, START; or VALID EXEMPTION, EXPIRES, EXEMPTION CODE; or PROCESS ENDED, WHY	Y Valid date Valid \$ amount Valid frequency code REG or OTH Valid date Y and valid date Valid date Valid exemption code Valid date Valid process-end code	6, 14, 15, 56	

Process: **LISAN**      Number: **22**

Text: LISAN screen released 60 days ago and no further action taken. Review case and determine next appropriate action.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	SEL	Y	9, 59	

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---

Process: **LISAN**      Number: **23**

Text: LISAN process ended. (Blank to delete all previous calendar flags)

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	PROCESS ENDED	Valid date	14, 56	
	WHY	Valid process-end code		

---

Process: **LISAN**      Number: **24**

Text: Blank calendar flag to delete 12 and 22 when LISAN screen is unselected.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	SEL	N (if previously Y)	38, 58, 60	

---

Process: **LISAN**      Number: **25**      (**Issued only on cases before July 2004**)

Text: LISAN payment agreement started 90 days ago. Review for payments and determine appropriate action.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN PAY AGREEMNT	Y		
	SIGNED	Valid date		
	PYMT AMOUNT	Valid \$ amount		
	PER	Valid frequency code		
	PYMT METHOD	REG or OTH		
	START	Valid date		

---

Process: **LISAN**      Number: **26**

Text: Review the LISAN exemption. Update exemption if it continues. If exemption will not continue, delete exemption information and take next action. Exemption for LISAN expires on: (date)

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	EXPIRES	Valid date	43	

---

Process: **LISAN**      Number: **27**

Text: LISAN monitoring found the pymt agreement is not signed. No IWO payments received - or- obligor is not remitting payments per the payment agreement amount. Review LISAN. Send Noncom if appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
BATCH	BATCH		52	

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**CALENDAR FLAGS**

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Process: **LISAN**      Number: **28**

Text: LISAN Cert of Noncom previously issued. IWO recently sent -or- MIW/UIB payments received on one of obligor's cases -or- obligor in compliance with pay agrmnt. Issue Withdrawal if appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
BATCH	BATCH		54, 55	

---

Process: **LISAN**      Number: **29**

Text: Not used

Screen:	Field:	Entry:	Narrative:	Status:

---

Process: **LISAN**      Number: **30**

Text: Review LISAN payment agreement and determine if obligor is in compliance. Take next appropriate action. The LISAN payment agreement frequency is: (payment agreement frequency)

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	BATCH			

---

Process: **LISAN**      Number: **31**

Text: Send Withdrawal of Certificate of Noncompliance (if Cert of Noncom previously issued) and process-end the LISAN screen, if appropriate. Case no longer meets LISAN criteria because: (system-entered reason)

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	BATCH			

---

Process: **LISAN**      Number: **32**

Text: Obligor has a cross-referenced case referred to Hard to Collect Debt. Recall other case from Hard to Collect Debt -or- process-end LISAN on this case, if appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
BATCH	BATCH			

---

Process: **LISAN**      Number: **33**

Text: Obligor's licenses currently sanctioned. There is an active IWO and/or payments are being received. Send Withdrawal of Certificate of Noncompliance, if appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
BATCH	BATCH			

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Process: **LISAN**      Number: **34**

Text: Active LISAN screen. No employer linked to IWO -or- no IWO/UIB pymts in last 60 days -or- pymts do not equal obligation amt. No LISAN pymt agrmnt. Send Certificate of Noncompliance, if appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
BATCH	BATCH			

---

Process: **LISAN**      Number: **35**

Text: Active LISAN screen on case. There is no longer a verified address for the obligor. Review case and proceed as appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
BATCH	BATCH			

---

Process: **LISAN**      Number: **36**

Text: LISAN screen previously selected with an "N." Review case and determine if license sanction is now appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
BATCH	BATCH			

---

Process: **LISAN**      Number: **37**

Text: Case has an active LISAN screen and no SSN exists on the PAYOR screen. Review case and determine if license sanction is still appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
BATCH	BATCH		67	

---

Process: **LISAN**      Number: **38**

Text: Blank calendar flag to delete LISAN flags 19, 39 and 40 when LISAN payment agreement information removed from the LISAN screen.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN PAY AGREEMNT	Entry removed	66	
	SIGNED	Entry removed		
	PYMT AMOUNT	Entry removed		
	PER	Entry removed		
	PYMT METHOD	Entry removed		
	START	Entry removed		

---

**CALENDAR FLAGS**

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Process: **LISAN**      Number: **39**

Text: LISAN payment agreement signed. First payment due 5 days ago. Review case and determine if obligor is in compliance. Take next appropriate action.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN PAY AGREEMNT	Y	70, 80	
	PYMT AMOUNT	Valid \$ amount		
	PER	Valid frequency		
	PYMT METHOD	REG or OTH		
	START	Valid date		
	SIGNED	Valid date		

Process: **LISAN**      Number: **40**

Text: LISAN payment agreement unsigned. First payment due 5 days ago. Review case and determine if obligor is in compliance. Attempt to obtain signed payment agreement or take next appropriate action.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN PAY AGREEMNT	Y	73	
	PYMT AMOUNT	Valid \$ amount		
	PER	Valid frequency		
	PYMT METHOD	REG or OTH		
	START	Valid date		
	SIGNED	Blank		

Process: **LISAN**      Number: **41**

Text: Active LISAN screen. Potential Notice served over 4 months ago. No signed payment agreement. No sanction in place. Review case to determine if further action needed or process-end LISAN screen.

Screen:	Field:	Entry:	Narrative:	Status:
BATCH	BATCH		68	

Process: **LISAN**      Number: **42**

Text: Notice of Potential License Sanction returned as undeliverable 10 days ago. Update address and re-send notice -or- process-end the LISAN screen, as appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	SRV	N	71	
	RTN	Valid return reason code		

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Process: **LISAN**      Number: **43**

Text: Notice of Potential License Sanction served upon obligor 30 days ago. Obligor's time to request a conference has expired. Generate Certificate of Noncompliance, if appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN NOTICE	P and valid date	72	
	SRV	Y and valid date		

---

Process: **LISAN**      Number: **44**

Text: Notice for Potential License Sanction sent to obligor 30 days ago. Obligor did not request a conference. Notice not returned as undeliverable. Generate Cert of Noncompliance, if appropriate.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN NOTICE	M and valid date	2	

---

Process: **LISAN**      Number: **45**

Text: Notice of Potential License Sanction provided to process server 30 days ago. Review case for status of service.

Screen:	Field:	Entry:	Narrative:	Status:
LISAN	GEN NOTICE	P and valid date	75	

---

## **STATUSES**

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Process: **LISAN**      Number: **1**    **(Issued only on cases before March 2002)**

Text: The Child Support Recovery Unit has found a valid exemption from license sanction for the payor on your case. The Child Support Recovery Unit will periodically verify that the exemption remains valid.

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	VALID EXEMPTION	Y and valid date	15, 16, 18	2
	EXPIRES	Valid date		
	EXEMPTION CODE	Valid exemption code		

---

Process: **LISAN**      Number: **2**    **(Issued only on cases before November 2005)**

Text: The Child Support Recovery Unit sent the payor on your case a notice for potential license sanction on (date). This may result in drivers' licenses, vehicle registrations, professional licenses, and recreational licenses being sanctioned.

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	GEN NOTICE	Valid date	41	3

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**STATUSES**

Iowa Department of Human Services  
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Process: **LISAN**      Number: **3**      (**Issued only on cases before March 2002**)

Text: Due to license sanction, the Child Support Recovery Unit and the payor on your case have entered into a payment agreement signed (date). Payments start (date) at \$ (\$ amount) per (payment frequency).

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	GEN PAY AGREEMNT	Y	6, 16, 18	
	SIGNED	Valid date		
	PYMT AMOUNT	Valid \$ amount		
	PER	Valid frequency code		
	PYMT METHOD	REG or OTH		
	START	Valid date		

---

Process: **LISAN**      Number: **4**      (**Issued only on cases before March 2002**)

Text: Due to license sanction against the payor on your case, the Child Support Recovery Unit sent a Certificate of Noncompliance to (licensing agency name). This will result in drivers' licenses, vehicle registrations, professional licenses, and recreational licenses being sanctioned.

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	GEN CERT OF NONCOM	Valid date	11, 16, 18	9

---

Process: **LISAN**      Number: **5**      (**Issued only on cases before March 2002**)

Text: The Child Support Recovery Unit has withdrawn the license sanction *Certificate of Noncompliance* as sent (date) to (licensing agency name). Reason for withdrawal: (worker-completed text as needed).

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	GEN WITHDRAWAL OF	Valid date	13, 20	
	NONCOM			
	WHY	Valid withdrawal code		

---

Process: **LISAN**      Number: **6**      (**Issued only on cases before March 2002**)

Text: The Child Support Recovery Unit has ended the license sanction process for the payor on your case effective (date). Reason process ended: (worker-completed text)

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	PROCESS ENDED	Valid date	14, 16, 18	9
	WHY	Valid process-end code		

---

Process: **LISAN**      Number: **7**      (**Issued only on cases before March 2002**)

Text: The Child Support Recovery Unit has ended the license sanction process for the payor on your case effective (date). Reason process ended: (worker-completed text)

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	PROCESS ENDED	Valid date	14, 17, 19	9
	WHY	Valid process-end code		

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Process: **LISAN**      Number: **8**

Text: To avoid a license sanction action, the obligor has entered into a signed payment agreement with the Iowa Child Support Recovery Unit. Payments start (date) at \$ (amount) per (payment frequency). This payment agreement amount may not reflect the amount of the support order and does not change the amount due in the order. This agreement is valid for at least one year. After one year, we may review the payment agreement.

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	INTERSTATE	Y	6, 20	
	GEN PAY AGREEMNT	Y		
	SIGNED	Valid date		
	PYMT AMOUNT	Valid \$ amount		
	PER	Valid frequency code		
	PYMT METHOD	REG or OTH		
	START	Valid date		

---

Process: **LISAN**      Number: **9**

Text: The Iowa Child Support Recovery Unit sent the obligor a license sanction Certificate of Noncompliance on (date). This will result in licenses held by the obligor being sanctioned by the following licensing agencies: (licensing agency names)

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	INTERSTATE	Y	11	11, 20
	GEN CERT OF NONCOM	Valid date		

---

Process: **LISAN**      Number: **10**

Text: The Iowa Child Support Recovery Unit has withdrawn the license sanction Certificate of Noncompliance originally sent on (date) to the following licensing agencies: (licensing agency names). Reason for withdrawal: (worker-completed text)

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	INTERSTATE	Y	13, 20	
	GEN WITHDRAWAL OF	Valid date		
	NONCOM			
	WHY	Valid withdrawal code		

---

Process: **LISAN**      Number: **11**      **(Issued only on cases before March 2002)**

Text: The Iowa Child Support Recovery Unit has ended the license sanction process for the payor on this case effective (date). Reason process ended: (worker-completed text)

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	PROCESS ENDED	Valid date	14, 20	9
	WHY	Valid process-end code		

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**Process: LISAN      Number: 12**

Text: The obligor has requested a court hearing regarding the license sanction action. The court hearing is set for (date) at (time HH:MM, A or P) M. We will update you with the results.

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	INTERSTATE	Y	20, 23	5
LISAN2	COURT HEARING SET	Valid date		

---

**Process: LISAN      Number: 13**

Text: The court hearing regarding the Iowa license sanction action was held (date). The results are: (worker-completed text)

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	INTERSTATE	Y	20, 24	6
LISAN2	COURT HEARING HELD	Y and valid date		

---

**Process: LISAN      Number: 14**

Text: The court hearing regarding the Iowa license sanction action was not held. The reason the hearing was not held is: (worker-completed text)

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	INTERSTATE	Y	20, 25	
LISAN2	COURT HEARING HELD	N and valid date		

---

**Process: LISAN      Number: 15**

Text: The court hearing regarding the Iowa license sanction action was rescheduled to (date) at (time HH:MM, A or P) M.

Screen:	Field:	Entry:	Narrative:	Flag:
LISAN	INTERSTATE	Y	20, 26	7
LISAN2	COURT HEARING HELD	R and valid date		

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